

AMERICA'S AUTOMOTIVE *Trust*

Now Seeking Candidates for the Following:

CRM DATABASE COORDINATOR

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

America's Car Museum is seeking an enthusiastic and engaging individual to join our team as the new CRM Donor Database Coordinator. Enjoy working as part of a talented team in a beautiful and stunning environment – voted Best Museum In Western Washington by KING5's Best Of Western Washington Awards for the years 2014, 2015 & 2017 and named one of USA Today's 10 Best Museums and one of the 10 Best Family-Friendly Museums, in the Seattle vicinity by a Seattle local expert – ACM is an international destination for families and auto enthusiasts to celebrate America's love affair with the automobile and how it shaped our society. The stunning, four-level, 165,000-sq.-ft. Tacoma, Wash., facility features 12 rotating exhibits, private event space, five annual Signature Events, and serves as an educational center, hosting students of all ages. If you love working with people, have an eye for detail, possess excellent interpersonal skills, and meet qualifications of this position, we would love to consider you as the next member of our team and encourage you to apply.

OPEN UNTIL FILLED – APPLICATION PROCESS: See bottom of ad

REFERENCE JOB:	<u>W-1400</u>	LOCATION:	<u>Tacoma Washington</u>
EMPLOYMENT TYPE:	<u>Regular Employment</u>	DIVISION:	<u>AAT</u>
FTE STATUS:	<u>Full-Time (40+ hours/week)</u>	DEPARTMENT:	<u>Membership</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>Preferred</u>
REPORTS TO:	<u>Annual Giving & Membership Manager</u>	BENEFITS:	<u>Eligible</u>

COMPENSATION: Market Competitive & Based on Education & Experience with Benefits: Medical, Dental, Vision, Life, 403b7, Supplemental Insurance, Paid Vacation, Paid Sick, & Paid Holidays

GENERAL SUMMARY

The CRM Database Coordinator oversees the maintenance and administration of America's Automotive Trust (ATT) and its affiliates' customer relationship management (CRM) database system, including coordination of updates, data input, data maintenance, and training for end-users across all departments within ATT, America's Car Museum (ACM) and the RPM (Restoration Perseveration Mentorship) Foundation (RPM). This position also oversees the database fulfillment portion of the membership enrollment process, sends acknowledgments for all gifts and donations received, ensures that timely gift and membership data is communicated to the Institutional Advancement team, prepares prospect giving reports for major gift development committees and provides Development statistics reports to the CEO and for Board meetings.

The CRM Database Coordinator is part of the Institutional Advancement (IA) Team and is supervised by the Annual Giving & Membership Manager. Responsibilities include, but are not limited to: Providing oversight of data management, quality control and data structure within the CRM database system; Training and coordinating training for end-users; Overseeing data enrichment and the cleansing of data moving in and out of the CRM system; Troubleshooting and resolving database problems, issues and concerns; Creating queries and running high quality reports for data consumers throughout America's Automotive Trust (AAT) and its affiliates; Serving as the liaison between Blackbaud and AAT and its affiliates; Interfacing with administration to ensure successful delivery of information in a supportive role; Assisting with the fulfillment portion of the membership enrollment process and

processing membership cards; Sending gift acknowledgements, pledge reminders and tax receipts; Conducting donor prospect research; Creating prospect research profiles; Assisting with gift fulfillment; and, Assisting the IA department with various administrative tasks.

PRIMARY OBJECTIVES:

1. Serve as the internal CRM database system subject matter expert and provide support for end-users, particularly the Development Department, within AAT and its affiliates to ensure data integrity, accessibility and value;
2. Coordinate donation and membership enrollment processes and streamline data processing, tracking and reporting to ensure acknowledgment activities are recorded, fulfilled and tracked in the Altru CRM system;
3. Ensure Altru CRM database data integrity, accuracy of data enrichment, implementation of database updates, accuracy of data cleansing and efficient extraction of reports to meet the needs of AAT and its affiliates;
4. Ensure all end-users are adequately trained in use of the Altru system to maintain consistency and accuracy of CRM data and reports;
5. Broaden interdepartmental cooperation, use and integration of the Altru data management system to support IA membership and fundraising initiatives.

MAJOR RESPONSIBILITIES:

Under the direction of the Annual Giving & Membership Manager, the CRM Database Coordinator will be responsible for:

1. Completing all CRM tracking responsibilities, including processing of all donations, gift acknowledgements and pledge reminders, and overseeing the proper allocation of gifts and reconciling from Altru to Financial Edge;
2. Developing and coordinating the implementation and utilization of the Altru data management system throughout AAT and its affiliates;
3. Serving AAT and its affiliates as the internal subject matter expert for Altru and support for all end-users, including training, troubleshooting, and creative brainstorming;
4. Providing oversight for data enrichment, quality, structure and cleansing of data moving in and out of the Altru CRM system;
5. Managing a calendar of membership correspondence activities to ensure timely completion of renewal notifications, pledge reminders, thank you letters and tax receipts, etc.;
6. Overseeing the establishment of policies, procedures and best practices in the use of the museum's Altru CRM database system, including overseeing all related cross-departmental training.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess: an AA with a minimum of two years development or database experience within a prospect research environment. Experience entering data and creating reports in a relational database is required, preferably Raiser's Edge or Altru. Relevant education or experience may substitute one for another on a year for year basis. The incumbent must be a team player able to work independently and collaboratively among all departments within the Museum.

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment and education records and personal references;
2. The ability to be regularly present and available in the office during regular administrative business hours;
3. A solid proficiency in the English language with professional abilities in oral and interpersonal communications;
4. A solid understanding in database data management and a proficiency in database report creation;
5. Intermediate to advanced skills in M.S. Word, Excel and Outlook;
6. A keen attention to detail with the ability to critically analyze and resolve quantitative and logistical problems;
7. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
8. A proven ability to multi-task and prioritize competing tasks while meeting deadlines;
9. A willingness to maintain scheduling flexibility for occasional evening and weekend work;
10. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;
11. The skills and ability to positively and professionally function as part of a team environment and promote teamwork with a positive and solution-focused attitude;
12. The interpersonal skills, sensitivity and ability to professionally interact with a diverse range of people of all ages, socio-economic groups and personality types;
13. The ability to: Work on the computer for extended periods of time; Visually inspect, compare, and analyze written data; Read and interpret instructional material; Communicate clearly in both verbal and written forms; and lift and transport up to 25lbs periodically.

WORKING CONDITIONS:

1. Periodic evenings and occasional weekend work – (Expected as needed);
2. Exposure to an office environment – (Constant);
3. Exposure to a combination of shop, commercial retail, commercial food, and outside environments - (Seldom);
4. Works in areas with loud noise – (Rare);
5. Exposure to office equipment, i.e., computer, copier, scanner, phone, printer, postage meter, stapler, etc. – (Constant);
6. Exposure to office solvents, cleaners, and various other chemicals – (Minimal);
7. Exposure to dust, gases and fumes. – (Minimal to rare).

APPLICATION PROCESS:

NOTE: If you want to be considered for this position – include all 4 elements of the application materials.

Email Application Material Directly to Kristen.Wells@AmericasAutomotiveTrust.org

1. Cover letter (*include specific job reference # MO-1400*)
2. Resume
3. Salary History (*Must be incorporated into resume, email, or attachment*)
4. Professional references contact numbers (*minimum of three*)

Email all application materials to Kristen.Wells@AmericasAutomotiveTrust.org or fax to 253-779-8499.