

Office Manager and CRM Administrator

St. Johns Riverkeeper, Inc.

Jacksonville University

2800 University Blvd. N., Jacksonville, FL 32211

Reports to Executive Director

25-30 hours / week, flexible part-time work schedule

PURPOSE: Contributing to the fulfillment of the mission of St. Johns Riverkeeper, a nonprofit advocacy organization for the St. Johns River, by managing the CRM database, providing administrative support, and assisting with the implementation of fund development and communication strategies.

Database Management and Maintenance

- Manage accounts in the organization's Salsa CRM database, proactively maintaining data accuracy and integrity.
- Process gifts received and enter transactions into database.
- Prepare deposits and provide accountant with schedule of gifts received.
- Create, schedule, and execute queries; produce reports; and export data from Salsa.
- Prepare and send acquisition, monthly renewal requests, and acknowledgement letters.
- Assist with the effective execution of donor acquisition and retention strategies.
- Update/create letter and e-mail templates.
- Create online forms for donations, events and email blasts.
- Routinely evaluate database management procedures and policies and update as needed.
- Assist staff with use of the CRM.

Administrative Support

- Answer phones and respond to general email inquiries.
- Assist with merchandise sales and distribution.
- Manage files/records and incoming/outgoing mail.
- Manage office supply inventory and place orders, as needed.

Special Events

- Assist with event registration, post-event acknowledgements and reporting, and event planning activities, as needed.
- Provide assistance at events, if necessary.

REQUIREMENTS:

- Commitment to the St. Johns River, St. Johns Riverkeeper and its mission and goals.
- Bachelor's Degree and previous work experience in an office environment.
- 2-3 years of experience managing databases (preferably DonorPerfect /Salsa).
- Extensive knowledge of and proficiency with Microsoft Office applications, mail merge functions, queries, and reports.
- Strong analytical, problem-solving, and organizational skills with demonstrated attention to detail.
- Strong interpersonal and communication skills (both written and oral).
- Ability to effectively interact and communicate with diversity of people and as a member of a team.
- Proven ability to successfully handle multiple projects, meet critical deadlines, and work independently.

Send resume and references to Jimmy Orth, Executive Director, at Jimmy@stjohnsriverkeeper.org.