



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## CRM Systems Manager

<b>Job ID</b>	<b>16-0E-03-E9-93-D6</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=16-0E-03-E9-93-D6">https://careers.indigenous.link/viewjob?jobname=16-0E-03-E9-93-D6</a>	
<b>Company</b>	David Suzuki Foundation	
<b>Location</b>	Vancouver, British Columbia	
<b>Date Posted</b>	From: 2018-08-09	To: 2018-10-08
<b>Job</b>	Type: Full-time	Category: Information Technology
<b>Job Start Date</b>	September 4th 2018	
<b>Job Salary</b>	\$60,000	
<b>Languages</b>	English, French An Asset	

### Description

Terms:

Permanent, full-time

Reporting:

Director, Digital & Technology

Location:

Vancouver

Level:

C â€œ Manager

About the Role:

The CRM Systems Managers key responsibility over the next 18-24 months, under the direction of the Director (Digital & Technology), and in partnership with external vendors and a contract Project Manager, is to deliver updated CRM and Donor Management systems to support the Foundations national growth objectives across both English and French constituents. Alongside the delivery of this project they are responsible for supporting the Foundations on-going day-to-day needs of the existing CRM system (Salesforce).

#### CRM & Donor Management Systems Project

The CRM Systems Manager is the main lead, CRM architect and analyst for the project and ensures delivery against the defined objectives and adoption of the system(s) across the Foundation. They demonstrate an excellent understanding of the usersâ€™ needs of the system(s) and how best to meet these. They are able to manage relationships and conversations at both the senior management, vendor and the end-user level. They use data-driven approaches to making decisions and are an effective communicator and manager of change.

#### Salesforce Management & Operations

With the support of the Salesforce developer, the CRM Systems Manager oversees Salesforce operations including, but not limited to: managing on-going data import and export requests; overseeing any existing system integrations, and development of new integrations; data cleansing;

data analysis; end to end testing of campaigns; supporting requests from multiple teams for campaign reports and metrics; implementation of any new tools; Salesforce support and training; Salesforce administration and onboarding; creation of a systems roadmap based on the foundation's needs; delivery of this roadmap (with the support of vendors).

The CRM Systems manager is responsible for all constituent data within the organization. With this responsibility they oversee constituent data architecture, governance, quality, privacy, security and all integrations. As well as supporting data segmentation, mining and reporting activities. They have a constituent focused attitude and a deep understanding of what constituents need and how to deliver value to them. With this they plan and deliver CRM strategies encouraging retention and engagement and are responsible for engagement tracking and reporting, and supporting tools.

#### Responsibilities

- Understanding the needs of multiple stakeholders.
- Facilitating the negotiation of requirements amongst multiple stakeholders.
- Managing stakeholder relationships.
- Supporting a RFP process as required.
- Identifying the current- and future-state organizational processes.
- Helping the business stakeholders envision the future and how their work will need to change to support the future.
- Creating, analyzing, and validating detailed functional specifications.
- Facilitating design sessions with the implementation team to define the solution.
- Delivering elements of systems design, including data architecture, business rules, integration rules or other detailed deliverables.
- Ensuring Quality Assurance.
- All constituent data, and analysis/reporting needs on this data, within the foundation.
- People management of the Salesforce developer on the team including: allocation and prioritization of work; personal development and management administrative tasks.
- Managing vendor relationships and deliverables.
- Creation and execution of a CRM systems roadmap based on the needs of foundation.
- Definition of CRM strategies to encourage retention and engagement.
- Providing data insights and reporting on the performance of campaigns.
- Supporting the on-going Salesforce needs of the Foundation.
- Other duties as required.

#### Qualifications

Minimum 3-5+ years of experience in:

- Leading teams;
- Defining business requirements and processes;
- Providing on-going operational support for CRM and Donor Management systems;
- Defining CRM strategies that encourage retention and engagement;
- Defining system roadmaps, in collaboration with vendors, to meet users' needs;
- Salesforce and other CRM systems;
- Raisers Edge and other Donor Management systems;
- Engagement tracking and reporting tools;
- Working with enterprise financial systems;
- Working in the non-profit sector in a similar role;

• Familiarity with nonprofit business requirements, including CRA compliant donation tracking, online donation campaign and monthly giving program management, advocacy, distributed organizing, and volunteer tracking.

• Working in a bi-lingual organization serving English and French constituents;

• Successfully implementing change management processes, particularly involving CRM and Donor Management systems.

**Skills and qualities**

• You share DSF's commitment to finding solutions to Canada's most pressing environmental challenges and our organizational values (solution-seeking, courageous, collaborative, integrity-driven and committed);

• You have exceptional communication and interpersonal skills, including team-building, facilitation and conflict resolution;

• You have a depth of experience in digital, technology and online community-building;

• You're a natural problem solver, and are keen to focus on solutions;

• You have a special knack for creating new processes to improve integration and coordination across multiple teams;

• You have a highly disciplined approach to strategy; you've demonstrated your ability to effectively realize a complex vision with a diverse team – bonus points if you've already worked with a geographically distributed team or matrix management system;

• You thrive on change, innovation and teamwork;

• You're a self-starter, driven by your own initiative to prioritize competing demands and meet timelines;

• You're committed to rigour and accountability, and comfortable with measurement and data-driven analysis of project outcomes;

• Excellent English language skills are critical; French language skills are an asset;

• You take a people-centered approach to technology, prioritizing the user experience, intuitive design, and finding the best tool to empower staff and supporters.

### **How to Apply**

Please submit your cover letter and your resume online and submit your application by going to <https://davidsuzuki.org/careers/> . The position will remain open until filled and rolling interviews will be conducted as soon as qualified applications are received.