



Wilderness Youth Project

CRM & Systems Coordinator

About Us: Wilderness Youth Project (WYP), founded in 1999, nurtures smarter, healthier and happier children who feel a sustained connection to nature and are peaceful, self-aware community members. WYP connects kids to nature in small groups guided by expert mentors during the school day, after school and in summer. We know that all children need nature: not just the ones whose families have privilege and easy access to nature and not only those of a certain race or economic class or culture or gender or sexual identity or language or set of abilities.

Job Summary: The purpose of this position is to manage the CRM and other Information Systems that support WYP's mission. With 1200+ program participants and 10,000 constituents, WYP needs a skilled, caring and attentive Information Systems Coordinator who prioritizes the constituent experience. The primary functions of this position include data management (data entry, reporting, data integrity and analysis) in our Salesforce CRM plus acting as the point person for the organization's software and hardware needs. The CRM and Information Systems Coordinator reports to the Development Director and works closely with the registration team.

Primary Duties

CRM

- Maintain the organization's computerized donor and constituent records, including confidential financial and other personal information.
- Acquire a high-level knowledge of current donor database (Salesforce CRM).
- Gather data/documentation from multiple sources and prepare data files for entry.
- Ensure the timely processing of personalized thank-you letters/correspondence.
- Serve as liaison to all staff who use our Salesforce system and troubleshoot system problems, as needed.
- Generate and provide data files for either solicitation or suppression of donors.
- Evaluate and maintain efficiency of processes to ensure deadlines can be met even during periods of heavy gift volume.
- Establish new fund-raising reports and adapt ongoing reports to track giving levels, renewal rates, pledge collection deadlines, recurring gifts, and other data for ongoing and campaign donors.
- Perform other duties as assigned by the Registration Manager or Development Team.

Information Systems

On-the-job training and support is provided. We do not expect the candidate to have previous experience in all of the following systems.

- Monday.com Ensures our project and task management software is functioning smoothly and that all users have the training and access they need to successfully use it for shared projects/tasks.
- Mailchimp Maintains up to date mailing list and supports communication team in administrative needs of Mailchimp.
- Google Apps Ensures google apps are working properly and assists in maintaining an organized Drive folder structure that staff have appropriate access to.
- Google Analytics Review and optimize website and other communications.
- WordPress (Website) Keeps pages of the website up to date and relevant. Manages back-end changes and updates to the website, along with screening requests from the rest of the team.
- Slack Keeps track of all channels, makes sure they are all being used properly. Add, deletes, deactivates, archives accounts or channels as necessary.
- Go To Connect Point person for any questions or changes that need to be made. Administers the GoToConnect dial plan to make sure it is always up to date.
- Trains staff on CRM and information systems.
- Documents CRM and information systems, keeps manuals current.

Information Technology

- Coordinates with our IT support consultants to provide hardware and network support

Job Qualifications

- **Education:** high school diploma or higher
- **Experience:** two years or more of relevant experience

An ideal candidate should be passionate about creating and optimizing systems that support users to easily perform their jobs. The candidate should:

- Be highly organized with experience in CRM and Information Systems
- Be comfortable learning while doing
- Enjoy a fast-paced quickly changing environment

- Have the ability to organize a workload by projects and priorities
- Meet deadlines
- Have a proactive approach to problem-solving with strong decision-making skills
- Relish the opportunity to work on a creative team, but not mind significant independent computer work
- Communicate supportively with team members who have less technical experience

Compensation & Benefits

Full time, hourly position 35-40 hours a week, in the Goleta office, \$20-\$24/hr DOE

WYP offers a benefits package for our full time employees including:

- Paid vacation and sick time
- Paid baby bonding leave
- \$400/\$450 a month stipend, depending on age
- Free WYP programs for staff children
- Generous staff training opportunities
- 403b retirement plan
- A commitment to work-life balance and fun, self-driven working environment

How to Apply: Applicants should first carefully review the minimum and desired qualifications and the Wilderness Youth Project website. After that, please submit the following: 1) Cover letter that addresses the alignment of your experience and interests with the position as outlined above and the Wilderness Youth Project mission, 2) Resume, 3) a list of 3-5 references. **Submit applications via e-mail in the pdf file format to Lauren Winnewisser, crmjob@wyp.org.** Initial correspondence via e-mail is preferred. We will continue reviewing applications until the position is filled. We will inform you of timelines and next steps within 2 weeks of receiving your application.

WYP is committed to granting [equal employment opportunities](#) to all qualified persons. Affirmative action considerations will be used in the selection process.