

CRM Systems Applications Manager

Summary:

The CRM Systems Applications Manager is responsible for the administration of a CRM solution that interfaces with customer-facing systems that support attendee services, registrations, programs and marketing, events and space management and fundraising operations. Collaborating with Keystone Symposia's CRM steering team, the CRM Systems Applications Manager will support Keystone Symposia's analytic and reporting needs through their comprehensive knowledge of CRM principles, technologies, and experience in a non-profit environment. Must be able to work in our Silverthorne, Colorado office at least 2 days per week.

Principal Duties and Responsibilities:

- Solve complex problems and develop innovative solutions related to the CRM and other customer-management platforms utilized by Keystone Symposia, including reports, dashboards, and business processes.
- Provide technical leadership to business teams on best practices to use CRM systems and functionality most effectively.
- Direct system configuration and CRM data management.
- Collaborate with other Keystone Symposia technical staff to manage system integration between the CRM and other systems while maintaining the confidentiality, integrity, and security of the CRM system.
- Liaise with both technical and functional staff to plan, deploy, and support new CRM functions and related tools, working together to enhance technology solutions.
- Support Keystone Symposia's CRM reporting needs and develop general analysis, including reports, dashboards, and data visualizations, to monitor key metrics and inform leadership's decision-making.
- Perform analysis, administration, troubleshooting, testing, software and data environment refreshes, and other general systems maintenance on an ongoing basis.
- Oversee relationships with related vendors and hosting providers, enforcing service level agreements and support expectations.
- Respond to inquiries and requests from users for technical CRM-related assistance and escalate with appropriate vendors as needed.
- Provide support to users and assist them in resolving technical CRM issues.
- Participate actively in Keystone Symposia's CRM steering team, to create and implement institutional CRM strategy.
- Collaborate with team; share relevant information with stakeholders. Participate in formal or informal group problem solving for immediate issue resolution. May provide facilitation for group discussions. Assist with issues that impact other areas.
- Other duties as needed or required.

Requirements:

- Bachelors' degree required, preferably in computer science, management information systems, or other technical-related degree (or equivalent combination of education and experience).
- A minimum of three (3) years of experience with CRM applications is required. Five (5) years of experience in database management is preferred.
- Strong understanding of database software and relational database concepts.
- Knowledge and experience using Microsoft Reporting Services (SSRS) and Structured Query Language (SQL) with the ability to create and edit SQL queries, utilize web services, and implement Microsoft SQL Server Integration Services.
- Experience with event/conference data management is preferred but not required.
- Experience analyzing, designing, and documenting business processes and systems.
- Excellent interpersonal communication skills. This includes the ability to convey complex information to others and take steps to ensure understanding. Also, the ability to share information in a clear and concise manner and tailor communications to different audiences is required.
- This position requires the ability to perform with minimal supervision.
- Advanced knowledge of designing, developing, and generating reports from a relational database using SQL is preferred.
- Must be able to work in our Silverthorne, Colorado office at least 2 days per week.
- This position will temporarily be reporting the CEO. This may change due to there being another vacant position in the IT department.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation:

This position is full time, and the salary is \$70,000/year depending on experience. Our generous benefits package includes vacation and sick time, Health, Dental, Vision, Life/Disability Insurance, and 401K with company match. Working in our Silverthorne office at least 2 days/week is required. See the full job description on our website www.keystonesymposia.org. To apply, send resume to careers@keystonesymposia.org.