



Western Reserve Land Conservancy

land • people • community

JOB POSTING

CRM ADMINISTRATOR

Western Reserve Land Conservancy has an immediate opening for a CRM Administrator. This full-time position reports to the Director of GIS/IT and will be located at our Conservation Center in Moreland Hills, Ohio.

BACKGROUND

Western Reserve Land Conservancy provides people with essential natural assets through land conservation and restoration. Headquartered in Moreland Hills, Ohio, we are a non-profit organization, the largest land conservancy in Ohio and nationally accredited by the Land Trust Alliance. Serving an area of 20 counties from the Pennsylvania line to the Sandusky Bay, the Land Conservancy has permanently conserved more acreage than Cleveland Metroparks and the Cuyahoga Valley National Park combined. We work with private and public landowners, farming families, neighborhood development corporations, corporations, county park systems, local residents and many more to help create communities nourished by vibrant natural lands, working farms and healthy cities. Thriving Communities, our urban revitalization program, is nationally recognized for thought leadership on removing blight; creating land banks statewide to find productive uses for vacant properties; and revitalizing communities through greening strategies. Our mission is funded through a combination of program revenue, government grants, and philanthropic gifts from individuals, foundations and corporations.

POSITION SUMMARY

Reporting to the Director of GIS/IT (“Director”), the CRM Administrator (“Administrator”) will initially be responsible for assisting the migration and customization of the Land Conservancy’s various databases into one Salesforce Constituent Relationship Management (CRM) system. The CRM Administrator will then lead the training of staff, followed by continued management and administration of the system. The Administrator is expected to become the expert user for the organization.

KEY AREAS OF RESPONSIBILITY

- Ensures that the data in the CRM is correct and kept up to date.
- Works with the entire organization as a champion; trains people to ensure the CRM is understood by new and existing users; and helps the system to grow and evolve.
- Provides support and training for staff in data entry and basic management.
- Assesses various options for optimizing and customizing the system to help the system grow and evolve.
- Attends regular meetings with support staff and various team members to review upcoming issues, items, and training.
- Continue development and integration of the system, including researching other available tools and then implementing as appropriate.

EDUCATION, EXPERIENCE AND CAPABILITIES

- At least 2 years of experience with Salesforce customization and administration.
- Prior experience with Non-Profit Success Pack (NPSP) and/or LOCATE land trust and conservation software strongly preferred.
- Demonstrated collaboration and teamwork skills.
- Must demonstrate creativity, initiative and excitement about the possibilities of the CRM.
- Strong spreadsheet skills.
- Excellent business analysis and problem-solving skills.
- Excellent interpersonal skills.
- Ability to work with and train people of varying technical skills.
- Quick, analytical thinker.
- Ability to effectively communicate complex concepts.
- Commitment to the Land Conservancy's mission.

APPLICATION PROCESS

Interested individuals should send a resume and cover letter to Bob Kissling, Vice President of Human Resources, at rkissling@wrlandconservancy.org.

Western Reserve Land Conservancy is an Equal Opportunity Employer and is committed to hiring staff members who represent the rich diversity of our community. All qualified candidates will receive consideration for employment and not be discriminated against based on race, sex, sexual orientation, gender identity, age, color, religion, national origin, disability, genetic information, protected veteran's status, or other legally protected classification in the State of Ohio.