



A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

CRM Administrator

(Permanent; Full-time; based in Toronto)

Job Profile

Job:	CRM Administrator
Reports to:	Director, Business Solutions
Direct Reports:	None
Status:	Permanent, Full Time

Overview

The Business Intelligence (BI) Administrator ensures Raiser's Edge NXT functions effectively as UNICEF Canada's core Constituent Relationship Management (CRM) system.

The position is a member of the Business Solutions, a multi-disciplinary team whose responsibilities include managing our Constituent Relationship Management system and using it as a source of data to support program management and performance measurement.

Using their knowledge of RE NXT, the BI Administrator is responsible for configuring, maintaining and supporting the software platform and its use within UNICEF Canada. This ensures that the CRM is functioning as an effective transactional system and a source of actionable business intelligence.

Responsibilities

Maintaining Raiser's Edge (70%)

- Leading and managing configuration and admin changes in RE. Including but not limited to:
 - User security
 - Lookup tables
 - Constituent codes

- Manage the use of appeal codes to ensure that solicitation and stewardship activities can be measured effectively:
 - Manage the process to support fundraising and engagement campaigns
 - Recommend enhancements to our Appeal Code approach to meet changing business requirements
 - Validate requests and create new Appeal Codes requests ensuring they are consistent with our overall data standards
- Maintain data hygiene and the quality of operational data.
- Follow and champion Raiser's Edge best practices.

Application support (30%)

- Coordinate and deliver RE training for all staff.
- Provide user support for RE by troubleshooting and resolving issues.
- Coordinate with our software vendor (Blackbaud) and act as the point of contact for all support issues.

Qualifications, Competencies & Skills

- One (1) years' of experience supporting BlackBaud RE NXT as a CRM.
- Having a certification in Blackbaud RE Professional (bCRE-Pro) would be an asset.
- Experience providing technical training and assistance to RE users would be an asset.
- Experience working with and supporting fundraising activities.
- Accuracy and attention to detail when planning for and dealing with data hygiene
- Ability to share RE NXT and CRM expertise within team discussions and problem solving
- Respect and Inclusiveness (Level 1)
- Works Collaboratively with Others (Level 1)
- Supporter Focus (Level 1)
- Thinks & Acts Strategically (Level 1)
- Drive to Achieve Impactful Results (Level 1)
- Knowledge Sharing and Learning (Level 1)

For consideration, please submit your resume and cover letter to careers@unicef.ca by **November 5, 2022**. Please attach your cover letter (including salary expectations) and resume as one document and reference "**CRM Administrator**" clearly in the subject heading.

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Safeguarding Policy, the successful candidate must receive clearance by a police background check, including a vulnerable sector screen.



UNICEF Canada is an inclusive workplace and is committed to championing diversity, equity and accessibility. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position.