

CRM Administrator

The Community FoodBank of New Jersey (CFBNJ) is a non-profit organization whose mission is to fight hunger and poverty in NJ by assisting those in need and seeking long-term solution. It distributes 50 million pounds of food a year to more than 1,000 non-profit programs, as well as more than 400 programs served by its Partner Distribution Organizations (PDOs). More than 4.7 million times a year, someone in need is fed by Community FoodBank of New Jersey's network of partner charities. A designated 501(c)(3) charitable organization, the Community FoodBank of New Jersey is a member of Feeding America, the nation's largest network of food banks, as well as a member of the New Jersey Federation of Food Banks.

The Community FoodBank of NJ is looking for a CRM Administrator to join our IT team. This is a new role for the FoodBank, reporting directly to the CIO, and is located in the Hillside, NJ office. In this role, you will have final responsibility, authority, and accountability for the FoodBank's Raiser's Edge/Blackbaud and Salesforce.com Customer Relationship Management (CRM) systems, data, and processes. You will collaborate with the Resource Development and Volunteer teams to better leverage CRM systems, and be the backup subject matter expert in Enterprise Resource Planning (ERP) system. In addition, you will ensure that the CRM systems are properly set up, implemented, and maintained, be responsible for data integrity measurement and continuous improvement, process development, documentation, implementation and evolution, and ensure proper end-user training and support.

Qualified candidates will have a minimum of a Bachelor's Degree in MIS or other related field, along with at least 2 years experience with CRM software (preferably Salesforce or Raiser's Edge/Blackbaud. Must be proficient in SQL Technical aptitude is essential for success, along with a positive, can-do attitude, excellent communication and interpersonal skills, a high degree of self-motivation and the ability to work well on a team and learn new concepts quickly.

Qualified candidates should send a resume to mikee@creativeworkforce.com.