



## ONE/Northwest CRM Consultant Job Description February 2008

ONE/Northwest ([www.onenw.org](http://www.onenw.org)) is a growing Seattle-based nonprofit that helps environmental organizations transform the way they communicate, build relationships and partner with people and institutions. We develop websites, databases, email newsletters, collaboration and citizen engagement tools – and the strategies to use these tools to engage people in influencing decisions that impact the environment. We operate on a movement-wide scale, strengthening connections between groups working on a range of issues and approaches to protecting the environment.

ONE/Northwest is seeking a technologist experienced in developing and implementing constituent relationship management systems (CRM) to join our thriving Salesforce.com consulting practice. A visible leader in the innovative use of Salesforce.com in the nonprofit environment, ONE/Northwest was nominated by Salesforce.com for “Best Customer Innovation” in 2006, and “Best Nonprofit Deployment” in 2007.

### **Job Responsibilities**

- Work with nonprofit customers in identifying their CRM needs
- Discover, document, and analyze key customer business processes
- Effectively scope CRM projects, working with project management team on scheduling and resource usage
- Analyze and migrate existing databases from various platforms: Access, Filemaker, eTapestry, etc.
- Design and implement customized CRM databases in the Salesforce.com platform, including S-Controls, VisualForce, and Apex code.
- Provide training and ongoing support for CRM customers—support with report building, data quality, new integrations, etc.
- Support ONE/Northwest internal CRM needs for managing relationships with clients and funders
- Contribute to development of a strategic vision of how the environmental sector can use CRM data to bring about positive environmental change

### **Job Requirements**

- Experience in database consulting/administration
- Experience managing data to accomplish business needs
- Experience providing client consulting services
- Experience with Salesforce.com, Javascript, Apex and MS Access is preferred
- Strong passion for environmental protection, civic engagement and social change
- High energy, creativity, resourcefulness and entrepreneurial spirit
- Strong presentation and written communication skills
- Strong ability to convey technical information to non-technical customers
- Strong collaboration skills; ability to lead and foster effective teams
- Goal oriented, coupled with strong organizational skills

This is a full-time position located in Seattle, WA. The salary range is \$46-52K, depending on experience. ONE/Northwest offers a fun and meaningful workplace, a generous benefits package, and the opportunity to work a flexible work week. We are an equal opportunity employer. To apply for this position, go to:

<http://onenw.org/about/jobs/crm-consultant-application>