

THE UNIVERSITY OF RHODE ISLAND FOUNDATION & ALUMNI ENGAGEMENT

CRM & Central Applications Director University of Rhode Island Foundation & Alumni Engagement (URIFAE)

Overview: The University of Rhode Island Foundation & Alumni Engagement (URIFAE) is seeking a skilled and innovative professional to join our team as the CRM and central applications director. In this pivotal role, you will lead the implementation and ongoing management of our new CRM system, playing a critical part in enhancing donor relationships, streamlining operations, and advancing our mission. This position offers a unique opportunity to contribute to the future of philanthropy and engagement at URI.

As the CRM and central applications director, you will be responsible for spearheading the deployment and continuous improvement of our CRM system. Your role will involve collaborating with stakeholders to align CRM strategies with URIFAE's operational needs, optimizing business processes, and driving technological innovation to support our fundraising and alumni engagement goals.

URIFAE is an independent nonprofit organization that is affiliated with the University of Rhode Island (URI). It secures and manages contributions from alumni, parents, corporations, foundations, and friends on behalf of URI, engages alumni through programming and communication, and establishes collaborative relationships with companies to encourage access to University resources.

Responsibilities

- Collaborate with key stakeholders to ensure CRM strategies meet URIFAE's operational needs. Drive business process improvements and serve as the technical lead for CRM implementation and future enhancements that optimize the system.
- Oversee the administration, customization, and configuration of the CRM system to meet evolving business requirements.
- Utilize data modeling and AI to create insightful dashboards and reports that measure fundraising performance and alumni engagement.
- Manage data integrity across the CRM and other systems, implementing best practices for data quality and system integration.
- Evaluate and integrate IT tools to optimize CRM functionality and ensure seamless data flow across platforms.
- Provide training and support to CRM users, promoting adoption and proficiency.
- Act as the primary technical liaison with CRM vendors, ensuring optimal system performance and support.
- Implement and maintain data security measures to protect sensitive information and ensure compliance with industry regulations.
- Work with senior management to ensure CRM meets business goals and work with URIFAE departments to ensure CRM is implemented and upgraded effectively on a continuing basis.

Qualifications

- Hands-on experience with Ellucian Advance, Salesforce, or MS Dynamics CRM systems.
- Familiarity with relational databases (e.g., Oracle, SQL Server, Snowflake).
- Ability to design reports using tools such as Crystal, Power BI, or Cognos.
- Understanding of fundraising benchmarks, metrics, and terminology.
- Excellent verbal and written communication skills, with the ability to collaborate effectively across all organizational levels.

Education/Experience

- Bachelor's degree required.
- Five or more years of experience in higher education IT, fundraising IT, or related fields.
- Supervisory or managerial experience preferred, demonstrating professionalism and discretion regarding confidential information.

If you do not fit all these qualifications, education, or experience but believe you are still a great fit, feel free to apply and tell us why in your cover letter.

Salary range: \$100,000 to \$120,000, negotiable based on experience.

Join the URIFAE Team!

Join our growing team of advancement and engagement professionals. We offer competitive benefits, including medical, dental, and vision, generous paid time off and retirement savings programs. One benefit that URIFAE does not participate in is the University of Rhode Island tuition waiver program.

We provide opportunities to pursue certifications and training to stay ahead in CRM management. We are pleased to offer a hybrid schedule for this position, three days in the office, and two days working remotely. One of the remote days will be either a Monday or Friday.

URIFAE provides equal employment and advancement opportunities to all individuals, and all employment decisions are based on merit, qualifications, and abilities. URIFAE does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Send your resume and cover letter to URIFAE-hr@etal.uri.edu. For any inquiries, contact Wendy Bucci, COO, at wbucci@uri.edu or 401.874.2139.