

UNITED WAY OF THE GREATER CAPITAL REGION (UWGCR) POSITION DESCRIPTION

Associate Director of Data and Strategic Operations

Reporting directly to the Director of Data and Strategic Operations, the Associate Director will help build the operational foundation that guides the Resource Development, Finance, Communications, and Community Impact programs. A database and CRM guru, the **Associate Director of Data and Strategic Operations** will help UWGCR's platform, StratusLIVE, expand completely into a powerful tool used to make data-driven decisions, see critical information in real-time dashboards, and house a moves management system that will drive major gifts and corporate partnerships. The Associate Director will assist the Director to ensure seamless processes, procedures, and data mapping that will create a best-in-class data operations program.

Responsibilities

- Assist in drafting and monitoring policies and procedures for the Organization - especially the Resource Development and Finance Teams - to ensure accuracy of donor data, transactions, and activities stored and tracked in StratusLIVE.
- Become an expert in Ignite, StratusLIVE's integrated online giving platform, which includes a tailored workplace giving module called Give at Work.
- Research 3rd-party vendors and software as needed to support the organization, such as donor research products, and wealth and capacity screening platform - with a focus on systems integration
- Develop a library of critical templates, including gift agreements, acknowledgement letters, and standard partnership agreements.
- Create and monitor organizational dashboards in StratusLIVE in order to track key performance indicators, such as total raised, number of donors, campaign and appeal progress, and donor retention, etc.
- Design, build, and run queries and reports out of StratusLIVE and help implement a report request system for the team.
- Implement a system to identify new prospects for the major gifts pipeline, employing Recency, Frequency, Monetary (RFM) practices and wealth screening.
- Conduct research and draft prospect profiles for individual and corporate donors as needed.
- Contribute to data entry during the organization's busiest giving seasons.
- Mentor and train colleagues in StratusLIVE and following best practices for data operations principles.
- Provide support as needed for UWGCR events.
- Other duties as assigned.

Qualifications

- Bachelor's Degree preferred.
- 5-7 years of experience in CRM software, preferably in a nonprofit organization.
- Strong technical skills and mastery of Excel.
- Expertise in data management; obsessed with and adept at comprehending, analyzing, and presenting financial and statistical data effectively.
- Excellent interpersonal skills with the ability to manage situations with tact, professionalism, and diplomacy.
- Exceptional written and verbal communication skills.

Essential Skills and Qualities

- Relationship-centered approach to growth and commitment to customer service.
- Effective and impactful presentation skills.
- Emotional intelligence, exhibiting strong intuition and empathy.
- Collaborative – breaks down silos and considers how decisions impact others.
- Candid and kind.
- Ability to position and analyze data to inform decisions.
- Impeccable organizational and time management skills.
- Unwavering commitment to diversity, equity, and inclusion.
- Lifelong learner.
- Humble, all-hands-on deck approach to work.
- Passion for the mission of the United Way of the Greater Capital Region.

Pay: \$75,000.00 per year

Job Type:

- Full-Time (37 hours per week)
- Monday- Friday
- In-Person: Albany, NY

Experience:

- CRM software: 7 years (Required)
- Databases: 7 years (Required)
- Nonprofit: 5 years (Preferred)

Benefits:

- 401k
- 403b
- Medical/Dental/Vision Insurance
- Paid time off/Volunteer time off
- Tuition Assistance

Experience:

- CRM software: 7 years (Required)
- Databases: 7 years (Required)
- Nonprofit: 5 years (Preferred)

About the Organization

United Way of the Greater Capital Region (UWGCR) is a leading nonprofit organization and social impact innovator dedicated to addressing the region's greatest challenges in health, youth opportunity, community resiliency, and financial security. UWGCR's mission is to harness the power of community to give, advocate, and serve so that every individual and family has the opportunity to thrive.

United Way of the Greater Capital Region Values & Work Environment

This position is based at The Blake Annex, a vibrant community hub of like-minded mission-based organizations.

As an organization, we are guided by the following values:

- Be radically candid and transparent
- Think boldly and creatively to problem-solve differently
- Lead with trust, gratitude, and humility
- Commit to excellence
- Take care of each other
- Celebrate innovation
- Consistently collaborate, learn, and grow

Our Commitment to Diversity, Equity, & Inclusion

United Way of the Greater Capital Region is committed to embracing and advancing diversity, equity, and inclusive excellence. As an organization and community partner, UWGCR seeks to work collaboratively with members of ethnically/racially minoritized, international, LGBTQIA+, and disability communities as well as diverse gender identities, socioeconomic backgrounds, religions, and political beliefs, to create equitable and inclusive spaces and opportunities through intentional and impactful practices. We achieve this goal by addressing and combating systemic, institutional, and historical barriers. Collectively, we acknowledge that diversity, equity, and inclusion can only be achieved when we recognize, create space, and listen attentively to individuals from historically excluded groups as equal partners. Additionally, we strive to develop and implement policies and systems grounded in antiracism. To this end, we commit to intentionally creating pathways for individuals of historically minoritized groups to be included in leadership, planning, and decision-making roles, including business opportunities with UWGCR, and partnering institutions. We maintain that building, strengthening, and sustaining diversity, equity, and inclusion in our community and society requires an ongoing commitment that is fully expressed and supported in organizational culture, values, norms, policies, practices, and behaviors.