



Position Title: Donor Relations Administrator

Reporting to: Director of Development & Community Engagement, Hudson Highlands Fjord Trail

Mission of Position: As the Hudson Highlands Fjord Trail, Inc. Donor Relations Administrator (DRA), you will be a full-time, semi-remote staff member whose chief responsibility will be managing and maintaining the new Salesforce CRM for Hudson Highlands Fjord Trail, Inc. Additionally, you will be responsible for establishing development prospecting and acknowledgement procedures that work within the new CRM and scale as the organization grows. As the DRA, you will regularly interface with the Director of Development and Community Engagement and a remote team of technology consultants and Salesforce account staff. The DRA will be accountable for driving development projects to success on time and within budget. This position requires strong organizational skills, a familiarity with CRM maintenance and utility, a detail-oriented mindset, and a high level of discretion with confidential information. Most weeks, the DRA will be required to work two days in the HHFT Beacon office.

Qualifications: The Donor Relations Administrator will have strong written and verbal communications skills; excellent organizational skills; and be comfortable working both independently and as part of a project team in a fast-paced environment with periodic tight deadlines. The successful candidate will possess both analytical skills and creative problem-solving ability; and be able to prioritize multiple responsibilities and the clarity to up-level critical donor relations and CRM project issues as appropriate.

Minimum of five years previous non-profit fundraising, CRM project management, or related experience required. This position requires user knowledge of cloud-based CRM technology at a high level and previous experience in managing data migration and database integration projects. Proficiency with Microsoft Office programs including Word, Excel and PowerPoint required. Ability to create and manage efficient procedures and processes (i.e., donor acknowledgement, program registration) and communicate same to other staff members through training sessions and written documentation. The DRA will possess the confidence to manage a team of IT consultants in software integration projects that scale up the CRM system's utility, meeting HHFT's current needs and anticipating evolving future needs. The DRA will be at ease interfacing with board members and other major donors in a polished, professional manner and exhibit a high level of discretion in managing donor information.

Must have the ability and enthusiasm to advance the organization's goal to provide excellent service and courteous donor-centered engagement to all supporters of HHFT. Special attention to the values of justice, equity, diversity

and inclusion are a must. Must have ability to lift up to 30 lbs. to help set-up for public events. Demonstrated experience and/or interest in land conservation, outdoor recreation, and advancing environmental justice issues will be greatly valued. Must have valid driver's license and own transportation. Some evening and weekend hours are required.

Principle Responsibilities include:

The Donor Relations Administrator will need to work both independently and in collaboration with other HHFT staff to advance the mission of HHFT through on-going administration of a CRM system that manages all constituent data and engagement for HHFT's growing needs and contribute to the organizations development of a "best in class" donor relations program, including:

CRM Administration & Management:

- Design documentation and staff training manual
- Integrate other software with the Salesforce platform as needed and conduct quality testing prior to user testing
- Support HHFT staff CRM adoption with periodic training & "brush-up" sessions
- Serve as lead CRM administrator, maintaining data hygiene, loading new data sets, and conducting periodic data validation
- Serve as lead contact with Salesforce and related software integration support teams and IT consultants

Donor Relations:

- Create and implement procedures for donor acknowledgement
- Assist with donor identification, engagement and cultivation plans
- Collaborate with Director of Development & Community Engagement, Communications team, and graphic design consultants to create brand aligned donor materials
- Assist with annual appeal
- Assist with fundraising events
- Liaison with Scenic Hudson Development staff on shared donor data
- Analyze and prepare quarterly reports on metrics for fundraising

Other Functions:

- Assist with and staff special events and outreach activities (a shared responsibility of all staff)
- Other activities as assigned by the Executive Director and Director of Development & Community Engagement

Background:

The Hudson Highlands Fjord Trail will be a new 7.5-mile riverfront linear park in the Highlands region of the Hudson River Valley. Set to begin construction later this year, this job is an opportunity to join the dynamic and

growing team that will ultimately build, manage, and program the new linear park. The Fjord Trail, in its design and future programming, will emphasize accessibility to a variety of outdoor experiences for all ages and abilities to enjoy – from rugged hikes to shoreline walks to immersive forest and marsh meanders. Hudson Highlands Fjord Trail, Inc. is an independently operated non-profit subsidiary of Scenic Hudson, Inc.

Compensation: Full-Time, Salary range \$70k - \$74k commensurate with experience, with competitive benefits

Contact: Applications should be e-mailed to: jobs@scenichudson.org. Send resume and brief writing sample. Further information can be found on Scenic Hudson's website: scenichudson.org or HHFT's website: hhft.org. No phone calls please.

Hudson Highlands Fjord Trail and Scenic Hudson define Environmental Justice as the fair treatment and meaningful involvement of people regardless of their ability, culture, education, gender, heritage, income, or race in efforts, decisions, and actions that impact their environment, health and livelihoods.

Hudson Highland Fjord Trial and Scenic Hudson are Equal Opportunity Employers promoting and celebrating excellence and cultural diversity. We are committed to advancing diversity, equity, representation, and inclusion, and strive to serve all people in the Hudson Valley by evaluating all our projects, strategic initiatives, and outcomes through that lens.