

The Ulman Cancer Fund for Young Adults is seeking a motivated and data-savvy individual to join our team as Program Coordinator – Business Operations. Job responsibilities and preferred skills are listed below. Interested parties should send a resume to [careers@ulmanfund.org](mailto:careers@ulmanfund.org).

### **Program Coordinator –Business Operations**

#### **Overview:**

The Program Coordinator for Business Operations will oversee CRM database administration, internal information processes and systems, and data reporting for operations and marketing. This role will assist the Program Manager for Finance and Business operations as needed regarding information processing and operations procedures, as well as the CEO as regards scheduling.

#### **Responsibilities:**

The responsibilities of this role will include both routine tasks and short-term projects. These responsibilities will relate to a variety of needs within the organization.

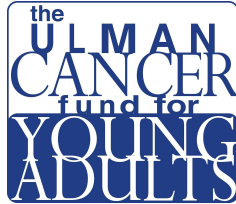
#### **Required Experience/Skills:**

- Knowledge of advanced Excel functionality: vlookups, pivot tables, macros.
- Experience with data cleaning, manipulating, and reporting.
- Experience with Tableau or other data visualization software preferred.
- Strong interpersonal skills.

#### **Specific Responsibilities**

##### **CRM Administration:**

- Donation entry in CRM: both manually and using bulk import capabilities
- Answering donor questions regarding their donations
- Database records maintenance
- Identifying and solving database issues and supporting users
- Supporting effective use of the database
- Participating in online user forums to identify solutions and influence changes for improved database function
- Act as liaison to database technical support



### **Business Systems & Operations:**

- Creation of streamlined organizational and procedural systems for a variety of programmatic needs
- Identify opportunities for automation and implement processes to streamline and/or fully automate those processes.
- Support of staff through process and systems development
- Researching and implementing technology and network-based systems to increase company organization and productivity

### **Data Analytics:**

- Use of Tableau and other technology to present data for both internal and external reporting.
- Recognize and adopt best practices in reporting and analysis both internally and externally (quarterly reports, website, etc)
- Identify and address programs that need better data reporting processes.
- Creation, implementation, and maintenance of data collection systems.
- Continually improve ongoing reporting and analysis processes

### **Digital Marketing:**

- Mailchimp and Google analytics data processing and analysis
- Assist in creation and reporting of email marketing campaigns with the Development Director.
- Assist in segmentation of data for various marketing campaigns with the Development Director.
- Maintain UCF's web pages and assist in webpage design and development in Wordpress.

### **Support of CEO and Finance & Operations Manager:**

- Provide assistance with office management tasks (including but not limited to checking mail, completing program support tasks)
- Coordinate scheduling for the CEO through communication with external contacts
- Ensure clear communication of scheduled meetings through the use of Google Calendar
- Coordinate org-wide projects as they arise by communicating with internal and external contacts, managing information regarding the projects, and organizing information for record-keeping and clear communication with others