

CRM Data Analyst

The Position

The CRM Data Analyst will help the Wilderness Society grow by creating, maintaining, and improving the organisation's suite of CRM reports. The position is also responsible for completing ad hoc data analysis requests, and providing insights and advice on the results of key performance metrics. The CRM Data Analyst position resides within the CRM team, but it is a service-focused role supporting a variety of internal stakeholders across the organisation.

Employer	The Wilderness Society Ltd	Department	Operations/Franklin
Location	Melb / Sydney / Hobart	Level	Level 5
Tenure	12 months fixed term	Hours	37.5
Reports to	David Bourne	Roles reporting to	Data Solutions Manager

Responsibilities

Key Responsibilities
<ul style="list-style-type: none"> • Develop and maintain Blackbaud CRM reports on marketing, digital and revenue streams • Work with colleagues to define report specifications based on requirements • Manage and prioritise reports work queue • Provide insights and advice to the organisation on reporting trends • Explore opportunities to use simpler reporting tools to get the right data to the right people • Work health & safety, including actively participating in the identification and mitigation of risks within the organisations risk management framework.

Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none"> • Excellent problem solving skills and an eye for attention to detail • Strong communication skills (written and verbal) • Ability to prioritise, organise and schedule time critical workloads 	<ul style="list-style-type: none"> • Passion for purpose and experience in the not-for-profit sector • Self-motivation, confidence, and a willingness to try new things • Can talk all the languages: SQL, technical, management, marketing, end user • Ability to interpret results and highlight



<ul style="list-style-type: none">• Adept at quickly learning new systems, software, and data structures• Advanced SQL & SSMS, basic SQL Server & SSRS• The ability to define report requirements and build reports to specifications	<p>issues and opportunities</p> <ul style="list-style-type: none">• Experience with CRM data analysis, including revenue and marketing reports• Familiarity with Business Intelligence and Data Warehousing tools, including as well as SQL query writing for complex data manipulation and validation
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Managing for Performance Process

Formal	Informal and Ongoing
<ul style="list-style-type: none">• Induction (4 weeks)• Probation (3/6 Months)• Performance Conversation (1 annually)	<ul style="list-style-type: none">• Team Meetings (weekly or fortnightly)• Manager & Employee One on One's (weekly, fortnightly or monthly)