

CRM Specialist

- **World-class medical research institute**
- **Help conquer and cure brain and nervous system disease and disorder affecting millions**
- **Become a key member of a dynamic team**

About NeuRA

Neuroscience Research Australia (NeuRA) is a leading independent medical research institute whose vision is to prevent and cure disease and disability of the brain and nervous system through leadership, excellence and innovation in neuroscience research. NeuRA has world-class research facilities and is based at Randwick in Sydney.

About the Role

Reporting to the Direct Marketing and CRM Manager, the CRM Specialist is responsible for maximising revenue by analysing and managing the donor database, The Raiser's Edge 7/NXT, and to achieve CRM best practice. The role will also support end to end processes including processing donations and phone based customer service. This unique role is pivotal to the success of NeuRA Foundation.

Responsibilities for the role include:

- Lead the Foundation team in maximising the value of the donor database system including basic training for new staff, creating and implementing data handling procedures/protocols, overseeing data entry and updating setup requirements, driving a data culture
- Prepare data strategies, including segmentation, to more accurately target and personalise and maximise appeal and acquisition income
- Coordinate the end-to-end process of opening and sorting mail (during peak times this may be done by casual staff or volunteers under supervision), data-entering, producing banking, receipting and thanking existing supporters and donors in a timely, accurate and efficient manner.

To excel in this role you will:

- Have a strong track record in CRM and data management in a fundraising operational environment
- Demonstrably high level of competence in using Raiser's Edge 7 and NXT
- Experience in coordinating administration and associated tasks in a fundraising, marketing or sales environment
- Self-motivated with good, positive communication skills and a proven commitment to delivering excellent customer service to all supporters.

Highly regarded

- Experience working in research, medical and/or health related environments
- Tertiary qualifications in data, business analysis or IT.

To apply

To apply, submit your CV and cover letter addressing the selection criteria via [seek.com.au](https://www.seek.com.au).

Full Position Description can be downloaded from our website www.neura.edu.au

Closing date: 8 March 2021.

You must have the right to live and work in Australia.

Neuroscience Research Australia (NeuRA) is an Equal Employment Opportunity Employer. We are committed to promoting equality of opportunity and eliminating discrimination in all our employment policies and practices.

NeuRA acknowledges the traditional custodians of the lands on which we work, and extends respect to all Elders past, present, and emerging.