Title: Salesforce/CRM Associate or Manager (Dependent on Experience)
Reports to: Salesforce/CRM Director
Department: Location: Norwalk, CT

Company Overview:
The Multiple Myeloma Research Foundation (MMRF) relentlessly pursues innovative means that accelerate the development of multiple myeloma treatments to extend the lives of patients and lead to a cure. When the MMRF was founded in 1998, patients with multiple myeloma had little hope. There was very little research on the disease. The same drugs had been used for several decades, with no new innovations on the horizon. As a result, patients had a life expectancy of only 3 years. Since then, the MMRF’s urgent and revolutionary work with researchers, clinicians, and partners in the biotech and pharmaceutical industries has sparked new hope for patients and dramatically changed the treatment landscape.

Position Overview:
The Salesforce/Database Manager or Associate (depending on experience) will be responsible for day-to-day management and administration of the MMRF’s Salesforce (CRM) database. The CRM database is the central system used across the MMRF for fundraising, marketing and email communications, grant tracking, events and clinical trials management. All these efforts require routine curation to maintain data integrity, security and quality.

This individual will support the entire organization by working with end-users to ensure the CRM meets their needs, while providing ongoing training and keeping pace with changes in program operations, policies and procedures. The Salesforce/Database Manager or Associate will work closely with the Salesforce/CRM Director on ad hoc projects to expand the Salesforce ecosystem.

The qualified candidate for this role will have experience in a database environment and aspire to develop skills to become a Salesforce Administrator. This individual must be a self-starter, demonstrate intellectual curiosity and have strong problem resolution skills.

Essential Functions:
- Maintain and administer database design, data structure and hygiene, which includes duplicate records management, linking household accounts and ensuring curation of the database.
- Configure fields, layout page designs, applications and custom objects and build out applications to assist the MMRF in managing its day to day operations.
- Proactively addresses data quality and data management issues by establishing strategy and processes for data curation and sanitization.
Salesforce/CRM Manager or Associate

- Manage vendor/partner relationships, contract negotiations and complete timely processing of PO’s and invoicing in the Concur system.
- Prepare and provide training and instruction to users on Salesforce and other integrated applications.
- Respond to requests and feedback in a timely manner by resolving issues and ensuring usability of Salesforce.
- Create and maintain reports and dashboards to support monitoring of business metrics.
- Monitor data security and setup of user security roles and profiles.
- Provide support for all departments for advanced/complex requests and build processes for the support of more mundane requests to foster user self-sufficiency.
- Provide excellent customer service to internal staff and to our patients and donors, anticipating and exceeding the needs of our constituents.
- Complete ad hoc database-related projects as assigned to assist the team.

**Competencies:**

- Aptitude for the management and use of information systems in support of all areas of the business
- Excellent organization skills, ability to prioritize and manage a variety of demands
- Ability to adapt to changing business needs and work in a fast-paced environment
- Self-starter with the ability to effectively manage several projects simultaneously
- Self-motivated with the enthusiasm to learn and the ability to work both independently as well as part of a team
- Able to consistently achieve a high degree of accuracy in alumni and donor records, with a strong commitment to maintaining confidentiality
- Excellent interpersonal, communication and presentation skills, both written and oral, which transcend diverse audiences
- Critical thinker with the ability to solve problems
- Must possess a high degree of integrity, ethics and dedication to the mission of the MMRF

**Qualifications:**

- Bachelor’s degree required
- 3+ years’ experience managing complex databases and large data sets
- Excellent project management skills
- Previous experience working with CRMs and reporting tools
- Experience with ETL (Extract, Transform, Load) methodologies and tools
- Strong Microsoft Excel skills
- Excellent verbal and written communication skills
- Salesforce Administrator Certificate a plus