



Contractor: CRM & Donor Operations Coordinator

Location: Remote (with some limited on-site work and preference for those in Grand Traverse and Leelanau County)

Type: Part-Time Contractor

Position Overview

The Glen Lake Association (GLA) is seeking a highly detail-oriented and organized contractor to manage and maintain our donor and membership databases. This role includes communication with donors as needed but does not involve direct gift solicitation.

The ideal candidate is systems-minded, meticulous with data, and comfortable working across multiple digital platforms to support fundraising and membership operations.

Key Responsibilities

Donor Database Management (DonorPerfect and Givecloud)

- Accurately enter and process all gifts, pledges, and donor information
- Review online check logs and enter information accurately between systems
- Maintain accurate donor and prospect records, ensuring overall data integrity
- Identify and merge duplicate records
- Generate reports, segments, and lists based on parameters developed by the Executive Director
- Support reconciliation between platforms (DonorPerfect and Givecloud)
- Update donor payment information as needed

Gift Acknowledgment & Stewardship Support

- Prepare acknowledgment letter files for mailing and/or coordinate the mailing process
- Ensure timely and accurate donor acknowledgments

Administrative & Communications Support

- Monitor and respond to donor and membership inquiries (e.g., payment updates, cancellations, membership questions)
- Provide donor services with a high level of professionalism across phone and email
- Assist with internal data-related requests from staff
- Other CRM-related tasks, as needed



Qualifications

- Demonstrated experience working with CRM systems (DonorPerfect strongly preferred; similar systems considered)
- Exceptional attention to detail and commitment to data accuracy
- Strong proficiency in Excel (sorting, filtering, formulas, data cleanup)
- Experience with data management, list building, and reporting
- Excellent written and verbal communication skills
- Ability to manage confidential information with discretion
- Highly organized and able to manage recurring tasks independently

Preferred:

- Experience working with nonprofit fundraising or membership programs
- Familiarity with DonorPerfect, Bloomerang, Salesforce, or similar platforms
- Experience supporting donor stewardship processes

Estimated Scope

Approximately 5–10 hours per week (flexible based on workload and seasonal influxes; hours may be higher during peak development campaigns)

Ongoing contractor role, \$30/hr

How to Apply:

Please send your resume and a short answer to the following questions to apply@glenlakeassociation.org

- Describe your experience managing a CRM or database. What platform(s) did you use, and what level of autonomy did you have in executing projects?
- Describe your experience creating lists and reports for development operations. What steps do you take to ensure data accuracy and prevent errors?