

JOB TITLE:	#1237 Business Analyst, CRM
OPEN TO:	This job is open to all applicants.
LOCATION:	History Center, 345 Kellogg Boulevard West, St. Paul, MN 55102-1906
SALARY:	\$4,302.00 monthly minimum
STATUS & HOURS:	Full-time, regular (2,088 annual hours) position.
CLASSIFICATION:	ITS 03O
HIRING MANAGER:	Director, Enterprise Development
POSTING DATE:	October 8, 2015
DEADLINE DATE:	Application materials must be received by October 22, 2015.
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Budget Analyst, CRM. This position, under the direction of the Director, Enterprise Development (functioning in the role of CRM Manager) and working with solution providers and vendors, would be a lead team member in the projects to select, implement, maintain and support Constituent Relationship Management (CRM) solutions across MNHS. CRM solutions include systems for onsite and online ticketing, membership, fundraising, group scheduling, relationship management, business analytics, internal and external reporting, and target marketing.

RESPONSIBILITIES: 1) lead all phases of system implementation projects including documenting, testing, mapping data, extracting data and performing quality audits; 2) develop and provide training and ongoing support for all user groups; 3) analyze data, produce reports, communicate findings and participate in the development of actionable strategies; 4) maintain operational data in systems; and 5) stay current with CRM trends, technologies, products and services.

MINIMUM QUALIFICATIONS:

- Bachelor’s degree in computer science, MIS, business or a related area plus five years of job-related experience or equivalent OR advanced degree/certifications plus three years job-related experience or equivalent.
- Minimum of three years of experience working with CRM systems for ticketing/admissions, membership, development/advancement or group scheduling.
- Strong analytical and problem-solving skills with the ability to logic-check and to see patterns and stories in information and data.
- Must be able to synthesize complex and diverse business practices into LEAN, consistent business rules and practices.
- Demonstrated ability to lead projects, perform data analytics and develop reporting processes.
- Significant experience with Google Docs, Sheets, Slides, Sites and Forms; and Microsoft Excel.
- Strong attention to detail; accurate and thorough.
- Self-motivated, organized, and resourceful.
- Excellent communication and human relations skills.
- Ability to work collaboratively and effectively with colleagues in multiple organizational functions in diverse physical locations
- Ability to handle tight deadlines and quick turnarounds.
- Ability to learn new applications as required.
- Able to travel up to 30% during implementations.

DESIRABLE QUALIFICATIONS:

- Experience with Patron Edge, Raiser’s Edge, Tessitura or Artifax.
- Experience with data analytics tools such as Tableau.
- Experience with reporting capabilities of digital marketing software.

TO APPLY: Submit *MNHS Application for Employment*, (available at www.mnhs.org/jobs), cover letter, resume, and if applicable, any supplemental forms. Application materials must be complete and received by the application deadline date in order to be considered by one of the methods below:

Attn: [Fill in Job Title] Minnesota Historical Society 345 Kellogg Boulevard West St. Paul, MN 55102-1906	Attn: [Fill in Job Title] Email: humanresources@mnhs.org	Attn: [Fill in Job Title] Fax: 651-297-3343
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Incomplete application materials will be returned. If submitting materials for more than one position, you must provide *MNHS Application for Employment*, cover letter, and resume for each position. Applicants who are offered employment will be subject to passing a background check as a condition of employment. EEO **Applications will be acknowledged - No phone calls please -**