

About CVM

Christian Veterinary Mission (CVM) is a Christ-centered, non-profit organization whose purpose is to walk alongside Christians in the veterinary community with a desire to bring glory to God using their professional skills, whether serving in their own community or cross-culturally.

Animals are a bridge to relationships. Whether in a clinic in urban America, a veterinary school in Bolivia, the countryside of Mongolia, or serving the Cherokee Nation, relationships are formed over the care of an animal. Trust is built, hearts are opened, and the gospel can be shared. Find out more about us at cvm.org.

The Position

The CRM and Data Administrator is the organizational owner of how data serves CVM's mission. This role leads the strategy, development, and day-to-day implementation of CVM's CRM (currently Site Stacker) and its integration with marketing, fundraising, mobilization, volunteer engagement, financial, and web platforms. This is a mission-critical, cross-functional role that blends strong technical ability with data interpretation, systems thinking, training, and relationship-building. The successful candidate will ensure data is accurate and actionable for use across the organization—translating complex system outputs into clear, decision-ready insights for organizational leadership. This role does not manage staff but collaborates closely across teams. This position reports to the Chief Operating Officer (subject to change) and works closely with the CEO, Marketing and Fundraising Director, Donor Services team, and SiteStacker SuperUser team.

The strongly preferred location for this position is the CVM office in Lynnwood, Washington. A remote work arrangement may be considered for an applicant currently residing elsewhere in the US (excluding AK, CA, HI, and NY). Limited travel within the US is anticipated.

Background Check

Candidates offered conditional employment must complete a background check. CVM intends to use information from a third-party background check to inform employment decisions.

Compensation & Benefits

This is a full-time, non-exempt position with a starting wage range of \$28.00 to \$30.30 per hour, depending on experience. CVM offers employee benefits, including medical, dental, vision, life, and disability insurance, 11 paid holidays, paid time off, and participation in a 403(b) retirement plan.

Responsibilities**CRM & Data Strategy**

- Own the overall CRM and data strategy and implementation, ensuring donor, mobilization, volunteer, and engagement data supports organizational decision-making and ministry growth.
- Serve as primary CRM (Site Stacker) lead and liaison with WMTek.
- Translate CRM and related data into clear, decision-ready information for leadership.

- Serve as a strategic partner to mission leadership by identifying trends, opportunities, and risks in fundraising, engagement, and mobilization data.

Training, Adoption & Change Management

- Act as a steward and champion of Site Stacker across the organization.
- Lead the collaboration and work of the Site Stacker Superuser Team.
- Lead ongoing staff training and adoption of Site Stacker and related tools.
- Develop clear standards, SOPs, and training resources as appropriate.
- Facilitate regular training sessions and offer office hours for individual support.

Technical Development & Systems Integration

- Build, maintain, and improve CRM workflows, automations, and forms in support of donor services, mobilization pipelines, trip management, events, and payment processing.
- Utilizing sandbox environment for testing.
- Support and troubleshoot donation and payment processing.
- Develop and maintain dashboards and reports for all departments as needed and according to organizational priorities.
- Maintain and troubleshoot integrations between Site Stacker and other platforms including (but not limited to): Sage, Cvent, Moodle, Shopify, Mailchimp, SendGrid, Subsplash, Nelnet, and website analytics tools.
- Support and track internal and outsourced development projects.

Reporting and Data Insights

- Create and run regular reports, including (but not limited to) appeal mailing lists, annual donor statements, annual report mailing lists, etc.
- Create custom reports and perform complex queries as needed
- Cross-reference CRM data with other data sources (e.g., website analytics) to surface insights.
- Prepare data and analysis for annual reports, leadership reviews, and Board presentations.

Data Quality, Governance & Stewardship

- Ensure high standards of data integrity, accuracy, and consistency across all systems.
- Ensure organizational adherence to relevant data privacy laws and regulations.
- Perform and audit data imports, exports, transformations, and cleanup across systems.
- Perform monthly reconciliation between Site Stacker and Sage.
- Proactively identify data quality issues and system risks.
- Ensure accurate reflection of accounting and expense data within field worker and volunteer dashboards.
- Support Donor Services team in quality control for annual statements 2-3 times a year.

Collaboration & Organizational Support

- Work closely across all departments and teams as needed, depending on assignment.
- Be approachable and responsive to staff needs.
- Balance technical depth with strong interpersonal communication and collaboration.
- Support CVM staff in Site Stacker support ticket resolution.
- Participate in emergency support as needed.
- Participate in staff meetings, planning, and devotional activities.
- Affirm and support CVM's Core Organizational Documents throughout all areas of work.
- Perform other duties as assigned by supervisor.

What we want you to bring to this position

Commitment to Organizational Mission, Values, and Faith

- Affirm and support CVM's Vision, Mission, Core Values, and Statement of Faith as the core beliefs of the organization and not hinder their application.
- Desire and enthusiasm for serving and encouraging veterinary professionals and Christian missions.

Professional & Interpersonal Skills

- Extremely high attention to detail and a high standard of excellence.
- Self-starter with a proactive, problem-solving mindset.
- Strong acumen with data, reporting, and analysis with the ability to interpret data and communicate insights clearly to non-technical audiences.
- Excellent written and verbal communication skills
- Comfortable working with leadership and presenting findings.
- Outgoing, collaborative, and with a strong customer service orientation.
- Passion for training, enablement, and helping others succeed.
- Ability to prioritize and meet deadlines.

Technical Skills

- Advanced Microsoft Excel skills and proficiency in other Office 365 applications (Word, Outlook, PowerPoint).
- Comfort with utilizing online communication tools (Microsoft Teams and Zoom).
- Strong experience with CRM systems (Salesforce, Raiser's Edge, etc.) with Site Stacker experience preferred.
- MySQL / MariaDB reporting and query development.
- Workflow automation (Motion2 or similar).
- HTML and templating (Smarty).
- Experience integrating CRM with web, email, payment, and accounting platforms.
- Strong data hygiene, quality assurance, and troubleshooting skills.

Education & Experience

- Associate's degree from an accredited college or university recognized by the US Department of Education. Related experience may be substituted on a year-by-year basis.
- A minimum of 2 years of experience, knowledge, and demonstrated success in a related field.

Other

- Employee will be required to travel on a limited basis (approximately 2-3 trips per year).
- If not in the Lynnwood, WA office:
 - Ability to successfully work remotely via consistent and reliable high-speed internet access and within a designated physical workspace free of distractions and hindrances.
 - Ability to maintain primary scheduling availability that overlaps significantly with Pacific Time Zone working hours, with the flexibility to modify schedule as needed to collaborate and communicate with staff across US time zones.
 - Ability to travel to the CVM office and other locations as needed.

To express interest in applying, please send a cover letter and resume to hr@cvm.org. This position will remain open until filled.