



Data Systems Coordinator

Organization: Coral Ridge Ministries

Employment Type: Full-Time

Reports To: Senior Director of Business Operations

Position Summary

The Data Systems Coordinator is responsible for the strategic administration and optimization of the organization's constituent relationship management (CRM) systems, donor databases, reporting infrastructure, and operational workflows. This position ensures the integrity of constituent and donor data, develops meaningful reporting for leadership decision-making, streamlines processes across affiliated ministries, and oversees fulfillment operations to support ministry effectiveness and growth.

Essential Responsibilities

CRM & Database Management

- Serve as primary administrator for Virtuous and related constituent management systems.
- Collaborate with partner ministries utilizing alternative platforms to improve data consistency and reporting.
- Develop and maintain database standards, procedures, and best practices.
- Ensure data accuracy, integrity, and security across organizational systems.
- Manage imports, exports, segmentation, tagging, automation, and system integrations.
- Train staff on CRM utilization and best practices.

Reporting & Analytics

- Develop dashboards and recurring reports for executive leadership, development, marketing, and ministry teams.
- Analyze donor, constituent, and engagement trends to support strategic decision-making.

- Create reporting processes that provide actionable insights rather than simply data outputs.
- Support fundraising campaigns through audience segmentation and performance analysis.

Systems & Process Improvement

- Identify opportunities to streamline workflows across ministries and departments.
- Evaluate system integrations and recommend technology solutions.
- Lead data migration and database optimization projects.
- Document processes and establish operational standards.

Fulfillment Operations

- Oversee ministry product fulfillment processes, including resource orders, inventory coordination, and vendor relationships.
- Monitor fulfillment metrics and identify opportunities for increased efficiency and cost savings.
- Oversee call center operations by ensuring representatives have accurate, up-to-date ministry information, resources, and campaign details, while monitoring service quality and supporting effective donor and constituent engagement.
- Coordinate fulfillment workflows with marketing, development, and ministry teams.

Qualifications

- A professing Christian, stable and growing in your faith.
- Experience administering CRM or donor management platforms (Virtuous, Salesforce, Blackbaud, Tithe.ly, HubSpot, or similar).
 - Virtuous experience strongly preferred.
- Strong database management and reporting skills.
- Bachelor's degree preferred.
- 2-4 years of experience in a nonprofit is preferred.
- Experience creating dashboards and executive-level reports.
- Excellent analytical and problem-solving abilities.
- Ability to translate data into actionable recommendations.
- Experience managing operational workflows and process improvement initiatives preferred.
- Commitment to the mission, values, and statement of faith of the organization.