

UNIVERSITY OF DALLAS

Job Number: 12980UD

CRM Analyst

Date Posted: November 16, 2022

WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report's list of the Best Regional Universities (West) and Forbes' Best Value Colleges. We are dedicated to and guided by our [Mission](#) and thrive on professional development, a family-oriented environment, our rich traditions, and exceptional employee benefits.

JOB DESCRIPTION

UD is currently seeking an CRM Analyst to partner with Human Resources and Development Services instances of the university's CRM, Technolutions Slate. Responsible for documentation of overall design, configuration, maintenance, testing, and support of the Slate CRM platform to successfully meet university employment and development goals. Collaborate with the Human Resources and Development teams to efficiently leverage the system for employee hiring and onboarding in addition to cultivation of alumni relationships.

PRIMARY RESPONSIBILITIES

- Serves as the subject matter expert in data comparisons between Banner and Slate ensuring that the data is in sync and has consistent data integrity. Alerts stakeholders to potential issues and assists in issue rectification.
- Assist with and develop in Slate CRM. This includes data moving through unique workflows based on record type, communication stream, application processing and reporting for various populations upon request.
- Provide operational and technical support for the Human Resources and Development Office including the development of systems and procedures for communications - both internal and external.
- Support technology and data needs for record management, event planning, employee onboarding, communications, and retention of alumni.
- Responsible for strategic planning and innovation to leverage new capabilities of Slate CRM as well as integration across internal campus systems and external vendors/services to optimize data fluidity.
- Work in conjunction with departmental heads to coordinate record processing and workflows, communication flows, intake forms, individual portals, application processing and building out of new functionality based on the needs of the department.
- Prepare reports in concert with the Development office to inform data-driven decision making for fundraising and alumni relations efforts.

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- Understand current issues and trends within HR and development/fundraising to support the Slate Configuration.

MINIMUM REQUIREMENTS

- Bachelor's degree in Information Technology, Business or a related field.
- 2 years of experience using communication management systems.
- Slate experience is required.
- Working knowledge of MS Office applications, advanced knowledge of Microsoft Excel in order to create and maintain complex spreadsheets.
- Knowledge of FERPA, HIPAA, and other regulatory requirements for security of record information.

ADDITIONAL INFORMATION

- Strong interpersonal and communication skills and ability to work effectively across departments.
- Ability to maintain confidentiality and a wide range of issues.
- **We are not offering sponsorship for this position.**

BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life, and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition benefits for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: <https://hr.udallas.edu/apply/>

The University of Dallas seeks to recruit, develop, and retain faculty, staff, and administration of the highest caliber.

The University is an Equal Opportunity Employer, and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.