

## Partnership Services and Administration

### Who is Water Mission?

Water Mission is a Christian engineering nonprofit that builds sustainable safe water solutions for people in developing countries, refugee camps, and disaster areas. Since 2001, Water Mission has served more than 8 million people in 60 countries, sharing safe water and the message of God's love. Working at Water Mission is as much a calling as it is a career, and we are searching for people with the courage, passion, and drive to help us change the world.

### What is the opportunity?

Water Mission's Partnership Services and Administration (PS & Admin) Director is looking for an intern student to join their team. The PS and Admin Team manages Water Mission's CRM database, The Raiser's Edge, in gift receipting, gift coding, and donor profile management. This team also works in collaboration with other teams in the Partnerships and Communications (P&C) division, as well as finance, to ensure data accuracy, to support list pulls for ministry communications, to prepare P&C division forecasts and financials, and to develop reporting and analytics to inform ministry strategy and goals.

The intern will be asked to complete the following objectives to ensure the department has appropriate documented policies and procedures:

- Develop and execute a Customer Relationship Management (CRM) data policy by collaborating with all CRM users. To create the policy, the intern will:
  - Interview all types of users of the database within WM to understand how the system is used in various parts of the ministry.
  - Research best practices of other organizations utilizing Raiser's Edge and their data policies.
  - Review the recent database audit conducted by Blackbaud services and provide recommendations based on findings.
  - Work with the Director of the PS and Admin team to create a policy that ensures (WM) data is entered in a way that is consistent and ensures accurate reporting and analysis.
  - Develop Standard Operating Procedures (SOPs) and trainings for the P&C team on the policy.
- Organize and clarify the Standard Operating Procedures (SOPs) for our Partner Services team.

### What is required?

- Will be a sophomore or higher, pursuing a Business, IT, or Non-Profit Management degree (or relevant field).
- Ability to commit to 30-40 hours per week, is preferred.
- Water Mission is based in Charleston, SC, and this position prefers the intern to be in Charleston during the duration of the program.
- Business process mapping knowledge is preferred.
- Prior experience with developing SOPs is preferred.
- Strong Microsoft Office skills (Outlook, Word, Excel, PowerPoint, etc.)
- These abilities are required: critical thinking skills, multi-tasking skills, and strong written communication skills.