



## CRM Administrator and Business Information Analyst

BioSTL, a privately-funded, non-profit organization driving St. Louis bioscience and innovation, seeks an engaging and organized professional to support BioSTL's mission of advancing St. Louis' prosperity by cultivating thriving bioscience and innovation sectors. The position will report to the Vice President of BioGenerator.

BioSTL builds regional capacity, focuses community resources, and nurtures a collaborative environment to capitalize on the unique convergence of St. Louis' corporate, university, and entrepreneurial strengths in medical and plant bioscience. To achieve St. Louis' potential in the high-growth bioscience industry, BioSTL has organized business, university, and philanthropic leaders around a set of deliberate strategies focused on: new company creation and entrepreneur support (through its non-profit investment arm, BioGenerator); company attraction (U.S. and international, through its GlobalSTL program); improving access to investment capital (public, angel, and venture capital); ensuring appropriate physical infrastructure (labs, incubators, and research districts); government relations and public policy (federal, state, and local); fostering an inclusive pipeline of women and minority entrepreneurs; aligning/enhancing regional STEM education and employment activities (through STEMSTL); and communicating the region's strengths.

BioSTL believes its success is of vital importance to the future growth and prosperity of the St. Louis region and seeks a committed individual who shares this vision, who desires to make a difference, and who wants to be part of a transformative organization.

### Job Responsibilities:

As a **CRM Administrator and Business Information Analyst**, this position will actively participate in the following projects/areas:

### Salesforce Management:

- Responsible for facilitating and managing the daily operations of the BioSTL/BioGenerator Salesforce Platform, including working with strategy leaders to identify their information needs and implementing solutions to deliver on those needs
- Responsible for identifying and managing multiple data points
- Responsible for implementing data collection policies and procedures, including the use of e-survey tools. Communicate effectively with BioGenerator and BioSTL clients as needed to ensure that data are submitted in timely fashion
- Compile reports that support observations and recommendations both quantitatively and qualitatively, ensuring appropriate levels of detail for both internal and external audiences
- Responsible for data hygiene, ensuring accurate and complete data resides in Salesforce

### CRM Administration

- Collaborate with 3<sup>rd</sup> party IT technical and software providers (such as Box, Eventbrite, GetFeedBack) to optimize the use of Salesforce
- Enable user access (submitting and extracting data) and query of data tools
- Provide user training and support
- Coordinate the customize of Salesforce to fit the needs of various programs

**Qualifications/Experience:**

- Bachelor degree and experience in both business analysis and leveraging data (for example; degrees in Economics, Mathematics, IT related)
- Competent with various Microsoft programs, such as Word, Excel, and PowerPoint
- 4+ years of relevant experience in CRM, preferably with Salesforce
- Highest personal and professional integrity

**Required Skills:**

Excellent inquiry, persuasive, collaborative and communication skills, both with internal and external audiences; ability to excel in both a team setting and independently; excellent listener; ability to dissect and understand complex business issues; ability to see the big picture and not get mired in minutia; excellent judgment; prioritization and project planning skills.

**Application:**

Please send a detailed letter of interest and resume to [jjacks@biostl.org](mailto:jjacks@biostl.org) with “CRM Administrator and Business Information Analyst” in the subject line. Confidential inquiries can be submitted to Jim Jaacks, Vice President, Finance and Administration, at the same email address.

For more information, visit [www.biostl.org](http://www.biostl.org) and [www.biogenerator.org](http://www.biogenerator.org).