



The Wells Foundation Job Posting

Job Title: Product Specialist – Stride Fundraising Solution

FSLA Classification: Exempt (Salaried) but will consider a part-time person with experience.

The Wells Foundation is a private family foundation created in 2001 with the mission of pushing the bounds of philanthropy and creating value for the community through social innovation, impact investing, and leadership development. The Wells Foundation has multiple technology oriented social enterprises that support non-profit with peer-to-peer fundraising, crowdfunding and social media to engage their local community in advancing a nonprofit's mission. This position will work with Stride Fundraising solution funded by The Wells Foundation.

Product Specialist Position

The Product Specialist will focus on becoming an expert on the Stride Fundraising Solution. Through demonstration of our fundraising solution, implementations, and user training, you will ensure that non-profits raise the funds needed to support their programs. This position will provide reports to support all aspects of the fundraising events using LOGI Analytics and/or Excel. As event follow up, this position will provide event statistics using both LOGI and Google Analytics.

Responsibilities:

Work directly with event coordinators to determine organizational goals, event details, and location logistics via Stride checklist.

Create customized event websites using our Stride fundraising solution.

Create website graphics for banners, sliders and social media images as needed.

Manage detailed user testing and training of event management website before implementation.

Ensure the quality of all product and user manuals, and online video training content.

Provide Stride admin training to ensure customers know how to access information for their event, make website updates, send emails and add payment information as well as report generation using both the report feature in the admin area and LOGI Analytics.

Manage requests for website changes and enhancements to ensure that the Stride Fundraising Solution continues to evolve to meet the needs of its customers.

Collaborate with other members of the product technology and social media team to guarantee customer satisfaction.

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Skills and Experience

Excellent written and oral communications

Advanced knowledge of excel

Experience with google analytics or creating data analytic reports a plus

Photoshop experience or other design tool would be helpful

Team player who collaborates well with others

Maintaining focus and excellence in an open and energetic work environment

Ability to maintain a keen attention to details, multitask, and work well under pressure

Sincere empathy for the nonprofit sector and the value they bring to our community

4 year degree or equivalent work experience

Interested parties should contact

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