



Soft Trac, a consulting firm that specializes in providing software and services to nonprofits and governmental agencies, has an immediate opportunity for a Nonprofit Software Consultant. The Nonprofit Software Consultant will engage and cultivate relationships with our customers to implement fundraising and other nonprofit software, as well as provide other consulting or technical services.

The Nonprofit Software Consultant oversees all aspects of a project, including but not limited to, budget, resources, timeline and deliverables. Deliverables may include a configured software system, documentation, custom reports, data migrations, training, and/or customer-directed product enhancements that support the customer's use of the software. The Nonprofit Software Consultant reports on project status to the customer and to his/her supervisor on a regular basis.



The Nonprofit Software Consultant position requires many skills, including but not limited to:

- Ability to deal with all kinds of people and personality types and adapt accordingly;
- Ability to organize, perform analysis, and summarize large amounts of information regarding a particular organization and how it operates.
- Ability to clearly articulate customer requirements and propose solutions through both written and verbal communication
- Ability to understand reporting needs and map out how data is defined/collected
- Ability to articulate the value proposition of fundraising software.
- Ability to coach customers through a project that requires accountability for tasks and deliverables on both sides
- Ability to communicate with customers regarding budgets, timelines and priorities to ensure projects stay within scope and on track
- Ability to keep the project within a clearly defined scope and identify when upsell for additional services would be appropriate
- Ability to simultaneously manage multiple projects of various sizes
- Ability to sense when there is a "red flag" in the relationship or the project and to inform supervisors accordingly

General Expectations:

Nonprofit Software Consultant needs to be a self-starting individual who can effectively manage their time across a large number of projects and be able to develop customer relationships. The Nonprofit Software Consultant will use existing methodologies and tools developed by Soft Trac to complete projects, but also be expected to modify, improve upon and develop new methodologies and tools as scenarios arise that require such creativity and alternate approaches.

The Nonprofit Software Consultant will work as part of a closely interconnected team to meet both customer and company goals. The Nonprofit Software Consultant is expected to be a valuable contributing member to this team regarding sharing of knowledge, ideas, resources and best practices.

Nonprofit Software Consultant should expect to be out of the office as projects require.

Above all, Nonprofit Software Consultant must manage their time with three equally important objectives in mind:

- Deliver high quality services and finished products to customers
- Move all projects towards timely completion
- Meet the billable target set by the company

Work Environment:

- Nonprofit Software Consultant may work from Soft Trac offices in Falmouth, ME, with work-from-home flexibility as approved by the Executive Team.
- The position is an “at will” position, and is classified “exempt” from hourly work rules.
- The position may require more than a standard 8 hour work day to meet customer commitments and internal billable targets.

Preferred Qualifications:

- Bachelor’s degree with 3-5 year’s work experience (or 5-8 year’s work experience if no Bachelor’s degree)
- Experience with Sage Fundraising 50 or similar software
- Marketing experience with a nonprofit

Minimum Requirements:

- Experience in the non-profit/direct services field
- At least 1 year of direct project management experience (creation of project plans, managing budgets and schedules, allocating resources, etc.)
- Organized and detail oriented
- Strong time management skills as evidenced in the meeting of all deadlines.
- Strong verbal and written communication skills.
- Comfort and confidence with computer software/technology
- Demonstrated ability to work independently
- Willingness and ability to travel
- Demonstrate understanding of and commitment to Soft Trac’s mission

Please submit resume and cover letter to executives@softtrac.com



www.softtrac.com