

# Turtle Island Community Capital

## CRM & Operations Intern

**Location:** Remote with occasional work in Rhode Island

**Commitment:** 10–20 hours/week Semester-based, 20-30 Summer, option to extend

**Compensation:** Stipend or course credit

**Reports To:** TICC Team (Operations & Fundraising)

## About Turtle Island Community Capital

Turtle Island Community Capital (TICC) is a Native-led nonprofit financial institution advancing economic sovereignty, generational wealth, and community resilience in Indigenous and underserved communities.

We provide access to capital, technical assistance, and strategic investment to support Native entrepreneurs, tribal nations, and community-based initiatives across the Northeast and Mid-Atlantic.

Our work is grounded in relational finance—building systems where capital flows through trust, community, and long-term impact rather than extraction.

## Position Overview

The CRM & Operations Intern will play a critical role in building and maintaining the relational and data infrastructure that supports TICC’s fundraising, lending, and partnership work.

This role is ideal for students interested in nonprofit operations, impact investing, data systems, or community development. Interns will gain hands-on experience with CRM systems, pipeline management, and real-world organizational operations.

This is a **systems-focused role**, not an administrative assistant position. The intern will not be responsible for calendar management, scheduling, inbox management, or other executive support tasks.

## Core Responsibilities

### CRM Data Management & Integrity

- Research and verify contact information using LinkedIn, organization websites, and internal documents
- Maintain accurate and complete records for individuals and organizations in Bloomerang
- Document sources of verified information and ensure data reliability

## **Organizational & Relationship Mapping**

- Create and maintain organization records (foundations, nonprofits, tribal nations, corporate partners)
- Link contacts to organizations and identify multi-contact relationships
- Support mapping of relationships across TICC's network

## **Constituent Segmentation**

- Assign contacts to appropriate groups based on:
  - Relationship type (funder, partner, community member, etc.)
  - Geographic region (Northeast, Mid-Atlantic)
  - Engagement stage (prospect, active, partner)
- Maintain consistent tagging to support outreach and reporting

## **Interaction & Relationship Logging**

- Review meeting notes, email threads, and call summaries
- Enter structured interaction records into the CRM
- Ensure continuity and visibility of relationship history

## **Fundraising Pipeline Support**

- Maintain and update funder and partner pipelines
- Track engagement stages, last touchpoints, and next steps
- Flag follow-ups and gaps in outreach

## **Loan & Program Tracking Support**

- Support tracking of loan pipeline stages and borrower engagement
- Organize documentation related to borrowers and technical assistance
- Assist with internal reporting on program activity

## **Data Quality & System Audits**

- Identify and merge duplicate records with care and accuracy
- Audit custom fields and ensure consistent use across records
- Review and correct coding for gifts, grants, and funding sources

## **Event & Engagement Tracking**

- Track attendance and participation for events and convenings
- Support post-event follow-up tracking and relationship updates

## **Workflow Improvement & Documentation**

- Identify repetitive or inefficient processes
- Support development of simple automations and workflow improvements
- Document procedures to support future scaling and team onboarding

## **Qualifications**

### **Preferred:**

- Current or graduating college student
- Interest in nonprofit operations, impact investing, data systems, or community development

### **Skills & Attributes:**

- Strong attention to detail and organizational skills
- Ability to research and verify information across multiple sources
- Comfort working with spreadsheets, databases, or CRM systems (experience with Bloomerang or similar is a plus but not required)
- Clear written communication and documentation skills
- Ability to work independently and manage time effectively
- Curiosity about community-based work and relational systems

## **Learning Outcomes**

Interns will gain experience in:

- CRM system management and data infrastructure
- Fundraising and investor pipeline tracking
- Relationship-based organizational strategy
- Data integrity and reporting systems
- Community-centered financial and nonprofit operations

## **How to Apply**

Submit:

- Resume
- Short statement of interest (1–2 paragraphs)

Email materials to:

[grants@turtleislandcommunitycapital.org](mailto:grants@turtleislandcommunitycapital.org)