

Faith In Practice

Job Description

Job Title: Salesforce Administrator and IT Manager
Reports To: Chief Operating Officer

Job Summary:

As the Salesforce Administrator, this person will lead the ongoing development of our salesforce.com deployment. The ideal candidate will have a record of success in improving processes and adoption using the Force.com platform. The administration will work closely with staff in all areas of the organization—team management, program, inventory, fundraising, finance, and administration—to identify, develop, and deploy new business processes. The role is part technical project manager, part administrator, and part Salesforce.com analyst. The SF administrator will be responsible for executing on the day-to-day configuration, support, maintenance, and improvement of our CRM platform.

As IT Manager, this position also is responsible for managing all Houston office IT—including software and server upgrades, hardware and software purchases—and also serves as the liaison between our IT consultants and staff. This position also collaborates with and offers expertise to IT staff and management in Guatemala.

Required Experience:

- Minimum two years of experience as a Salesforce.com administrator.
- Salesforce.com Admin (ADM201 and ADM211) certified preferred.
- Sales Cloud, Service Cloud and Developer certifications preferred.
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
- Strong understanding of Salesforce.com best practices and functionality.
- Strong data management abilities.
- A documented history of successfully driving projects to completion.
- A demonstrated ability to understand and articulate complex requirements.
- Experience with nonprofit processes preferred.

Required Skills:

- Excellent project management and communication skills.
- Demonstrated ability to meet deadlines and to handle and prioritize simultaneous requests.
- Creative and analytical thinker with strong problem-solving skills.
- Ability to critically evaluate information gathered from multiple sources and to distill high-level information into details.
- Ability to assess the impact of new requirements on salesforce.com and all upstream and downstream applications, systems, and processes.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

SalesForce

- Serve as primary system administrator for the Salesforce.com environment. We have approximately 40 staff users, 100 partner community logins, and 4000 customer community logins.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows, and other routine tasks.

Faith In Practice

- Complete regular internal system audits and prepare for upgrades.
- Manage salesforce.com data feeds and other integrations; have knowledge of and be able to provide troubleshooting and other support on all related apps including Classy, MailChimp, Conga, and TopShelf.
- Coordinate the evaluation, scope, and completion of new development requests.
- Work with management team to establish and refine processes to support administrative, development, and volunteer management activities.
- Train new users and grow the salesforce.com skills set across the organization.
- Work independently with members of the user community to define and document development requirements.

IT

- Act as website administrator.
- Act as liaison for third-party website programmers and provide advice on website issues and enhancements as they arise.
- Act as consultative advisor and project manager on technology issues and upgrades as they arise: for example, exploring potential image management system, in collaboration with other staff members and COO.
- Provide technical support to staff on Microsoft Office and Adobe products.
- Helps provide technical support to staff on AV equipment, including providing tech support and set-up at the Gala, Leadership Conference, Women's Luncheon, board meetings, and other events as needed. Test and maintain equipment as needed.

Communications

- Update IT-related content for the Leadership Manual and present to team leaders at the Leadership Conference annually.
- In conjunction with area directors, update Salesforce user manuals for staff, leaders, and volunteers.
- Report to COO weekly.

General/Administrative Support

- Answers phones and respond to general inquiries as needed.
- Other duties as assigned.

General Required Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Faith In Practice

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A. or B.S) from four-year college or university; or 2-3 years' related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business

Faith In Practice

correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Seek skills listed above.

Certificates and Licenses:

See preferred certificates listed above.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 50 pounds. While performing the duties of this Job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

Other Responsibilities:

This job specification should not be construed to imply that these requirements are the exclusive standard of the position. Incumbents will follow any other instructions, and perform any other related duties, and may be required by their management.

ACKNOWLEDGED – Employee

Date

Printed Name