

Position: SALESFORCE ADMINISTRATOR
Hiring Organization: United Way of Salt Lake (UWSL)
Department: MARKETING & ENGAGEMENT
Reports to: CHIEF MARKETING OFFICER
Date Prepared: June 2017

ORGANIZATION BACKGROUND AND EVOLUTION

United Way of Salt Lake (UWSL) brings together powerful partnerships to build lasting social change in our community. We envision an inclusive community where all people achieve their human potential. Our workplace is fast-paced, progressive, innovative, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and setting ambitious goals. The partnerships we're building are achieving social change. Our wages are competitive, the benefits package is comprehensive, and perks like flexible schedules and staff parties make every day unique.

POSITION SUMMARY

The Salesforce Administrator will help lead, design, and build the Salesforce platform for UWSL to transform our organization and drive donor engagement, acquisition, and retention. The primary function of the position is to uncover what information end users need most to drive these metrics and configure Salesforce to provide it; maximize end-user adoption by constantly improving system functionality; serve as the Salesforce subject matter expert for UWSL; and develop and implement strategies for best practices regarding configuration and use of Salesforce solutions and apps.

ESSENTIAL FUNCTIONS

1. Serve as the Salesforce subject matter expert for UWSL. Understand the data and configurations. Consult with staff across departments regarding Salesforce usage and needs; develop and lead best practice Salesforce strategies and solutions.
2. Manage the bi-directional synchronization of local Salesforce data with shared Salesforce instance using data integration/replication software.
3. Manage single-direction synchronization of local Salesforce data with legacy SQL server pledge and donation data using data integration software, Jitterbit.
4. Help develop data models, standards, and data governance for use
5. Research and maintain knowledge of relevant third-party tools to be used in conjunction with Salesforce
6. Handle all Salesforce related needs. Act as liaison between UWSL, United Way Worldwide, and Salesforce Premier Customer Support services as UWSL's key technology lead on system-wide digital projects
7. Develop and execute workshops and classes, along with required documentation/presentations
8. Work across departments in analyzing business requirements, documenting those requirements as necessary to ensure complete coverage, outlining the development tasks required, planning and supporting Quality Assurance testing and confirming migration of items to production
9. Maintain a high level of technical proficiency in Salesforce configuration

10. Monitor technology implementation to ensure business requirements and vision is being met
11. Provide system support of developed applications through the unique combination of business and system analysis, quality assurance, post-implementation product support
12. Continually recognize the need for flexibility and an understanding that objectives are subject to change
13. Continually challenge himself/herself to think of the end user and to identify issues specific to system functionality
14. Coordinate a cross-departmental group of Salesforce “super users” to maintain and strengthen their skills by delivering regular trainings, managing workflows and processes most relevant to their positions.

COMPETENCIES

<ul style="list-style-type: none"> ● Technical Skills ● Strategic Mindset ● Attention to Detail 	<ul style="list-style-type: none"> ● Instills Trust ● Communication
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REQUIRED EDUCATION AND EXPERIENCE

- Bachelor’s degree, with at least two years of experience
- Experience, training, or education in Business Systems Development and Analysis
- Salesforce Administrator Certification(s) required
 - Oracle SQL experience a plus
 - Data Integration experience a plus
- Knowledge of sales, customer operations, and service process
- Demonstrated leadership skills, including mentoring and developing staff

PHYSICAL DEMANDS

The employee is regularly required to communicate clearly, and exchange accurate information interpersonally or through communication devices. Must be able to learn new systems and procedures, prepare and analyze data and figures, operate a computer and other standard office machinery. The position is 75% stationary, requiring occasional movement on site to attend meetings and presentations. Must be able to move light items such as paper, laptops and presentation materials up to 15lbs.

BENEFITS

This is an exempt position; salary to commensurate with experience.

APPLY

Visit our [Careers page](#) to complete apply.

NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.