



### **JOB DESCRIPTION**

Position: **Salesforce Administrator**

Position Type: **Full Time**

Time Commitment: **35 hours/week, includes some nights and weekend hours**

Location: **Anywhere in the United States**

Reports to: **Chief Program Officer**

- **Position Summary:** The **Salesforce Administrator** is responsible for supporting the strategic development, and managing the day-to-day configuration, support, maintenance and improvement of our database. Working closely with fundraising, program and partner management, and marketing and communications staff, the Salesforce Administrator will identify, improve existing, and develop and deploy new business processes. An ideal candidate will also have data analytics skills, with experience extracting, manipulating and analyzing data in Salesforce to support reporting, data integrity and accurateness, as well as to provide insight into the effectiveness of our program and operations. This role is part technical project manager, part administrator, part Salesforce analyst and 100% dedicated Working Credit's mission.

#### **Skills Required:**

- Excellent project management skills and a positive attitude.
- Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests in a fast-paced environment.
- Creative and analytical thinker with strong problem-solving skills.
- Must demonstrate ability to communicate effectively verbally and in writing with co-workers.
- Ability to critically evaluate and prioritize information gathered from multiple sources and reconcile conflicts.

#### **Required Qualifications:**

- Minimum two years of experience as a Salesforce administrator
- Salesforce Admin (ADM201) required and preferred to be certified in ADM211)
- Strong understanding of the Salesforce platform and best practices with the ability to build custom apps and objects, formula fields, flows and processes, custom views, implement third-party integrations and other content of intermediate complexity.
- A documented history of successful project completion.
- A demonstrated ability to understand and articulate complex processes

**Additional Qualifications Preferred:**

- Experience with nonprofit processes .
- Experience in Tableau and/or CRM-A a plus

**Compensation:**

Working Credit offers a competitive starting salary and benefits, starting at \$65,000/year.

**Location of Employment:** The individual will work out of their home office in any state in the U.S.

**To Apply:** To respond to this opportunity, please email resume and cover letter to: [hr@workingcredit.org](mailto:hr@workingcredit.org).

We encourage individuals from traditionally underrepresented communities to apply. Working Credit does not discriminate on the basis of race, color, religious creed, sex, gender, age, or any other basis prohibited by law.