

INTERESTED CANDIDATES: Please send resume to hiring manager Christine Sweeney at csweeney@bigshouldersfund.org



Job Title:	<i>Junior Salesforce Administrator</i>
Reports to:	<i>Managing Director, Operations and Administrative Systems</i>
Date:	<i>February 2024</i>

BIG SHOULDERS FUND

Big Shoulders Fund is an independent tax-exempt charitable organization that serves lower-income schools which provide a values-based education for children, thereby contributing to stronger communities. We serve students in 92 schools in the Chicago area and Northwest Indiana. Each school is a vital resource for students, families, and communities, with research showing that when a Big Shoulders Fund school closes, the surrounding area experiences an increase in violence and a decrease in social cohesion.

For more than thirty-seven years, Big Shoulders Fund has helped Chicago's children achieve their dreams through access to high quality education. We accomplish this by investing more than \$40 million annually in scholarship support and enrichment programming for students; operational improvements for schools; cultivation of talent pipelines for school personnel from new teachers through veteran principals; and professional development and support for educators and leaders – all with the goal of not just strengthening schools, but whole communities, while preparing students for life-long success. A recent survey of a sample of alumni of Big Shoulders Fund schools showed African American alumni graduated from college at a rate more than twice the national average and Hispanic alumni graduated at a rate more than three times the national average.

POSITION OVERVIEW

The *Junior Salesforce Administrator* will be a member of a growing Strategy, Communications, and Operations team at Big Shoulders Fund. Reporting to the *Managing Director, Operations and Administrative Systems*, this individual will play a critical role in optimizing and scaling our Salesforce infrastructure which includes an Experience site utilized by 185 external licensed users, Salesforce Account Engagement (formerly Pardot), payment processing integrations, and form builders. This individual will ensure that system configuration, security model, data management practices, user experience, and training offerings meet the needs of staff and mission stakeholders. Salesforce Administrator Certification is highly preferred. The ideal candidate for this role holds the technical skills required, is a systems-driven and data-driven problem solver, has strong capacity for inquiry and continuous learning, and believes strongly in the mission of Big Shoulders Fund and the importance of ensuring that all children, regardless of income, deserve access to a high-quality, values-based education.

ESSENTIAL JOB FUNCTIONS

- Under the supervision of the *Managing Director*, implement Salesforce configuration changes including fields, page layouts, record type changes, Flows, mobile administration, custom settings
- Manage user set up and off-boarding; create and assign permission sets; and manage public groups

- Develop reporting and dashboards to provide insights for decision-making
- Support the development and management of data flows/integrations and automation within Salesforce and across systems in a manner that ensures data security and integrity
- Manage ticket system and support requests from both internal Salesforce licensed users (staff) and external Experience site users; monitor and provide on-going troubleshooting to correct failures, system errors, or performance issues
- Assist or lead integration of third-party applications
- Assist *Managing Director, Operations and Administrative Systems* in developing Salesforce system roadmap, defining priorities, and gathering end-user requirements
- Support testing and deployment of changes from Sandbox and Production environments
- Support user adoption and on-going training efforts via in-app guidance, videos, in-person and/or asynchronous learning, and the creation of standard operating procedure (SOP) documentation
- Conduct regular Salesforce system audits and provide proactive system maintenance including security reviews, health check and Salesforce Optimizer
- Support *Managing Director* in preparing for and implementing Salesforce release updates
- Maintain system architecture diagrams, data dictionaries, and technical documentation
- Complete other responsibilities as defined by the *Managing Director*

ADDITIONAL EXPECTATIONS

- As a member of Big Shoulders Fund staff, the *Junior Salesforce Administrator* will also:
 - Attend and support the facilitation of fundraising events, service days, and other programs that further the mission of Big Shoulders Fund through its outreach to donors, communities and schools;
 - Work cooperatively with Big Shoulders Fund staff in Chicago and Northwest Indiana, and perform other duties as assigned.
- NOTE: This role requires availability to work some evenings and weekends for Big Shoulders Fund events.

REQUIREMENTS

- Minimum of a bachelor's degree
- Certified Salesforce Administrator – highly preferred
- 3-5 years of professional experience, in a nonprofit setting preferred
- 2-4 years of Salesforce administrative experience, and significant Salesforce product knowledge
- Familiarity with or certification in NPSP (Nonprofit Success Pack)
- Proficiency/advanced proficiency with Form Assembly
- Strong understanding of Salesforce sharing and data security and governance best practices
- Ability to work cooperatively in a team environment
- **PREFERRED:** Experience/proficiency with Salesforce Account Engagement (formerly Pardot), Experience Sites, Apsona, Conga Composer, or Demand Tools

QUALITIES OF THE CANDIDATE WE SEEK

- Capacity for systems and/or design thinking
- Ability to translate business problems and processes, user stories and requirements into technical solutions
- Ability to balance daily operational tasks and responsibilities alongside high priority, deadline-driven project work
- Exceptional organizational, problem solving, and time management skills

- Ability to build and maintain effective working relationships with others
- Great attention to detail and the awareness to test everything
- Ability to thrive in a fast-paced environment
- High degree of responsibility, initiative, and professionalism
- Highly motivated and adaptable with a strong work ethic; operates with honesty, integrity, and a positive attitude
- Active desire to learn
- Cultural sensitivity and ability to work collaboratively with diverse groups of people
- Commitment to and passion for improving access to high-quality, values-based education options for all children
- Ability to work some weekends and evenings for Big Shoulders Fund events

NOTE: *This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization and the students/schools it serves.*

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