



**Position:** Salesforce Administrator  
**Location:** Remote  
**Reports to:** Chief Technology Officer

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### **About SBP**

SBP, a leading social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery in three connected ways—prepare, shape and build:

1. SBP **prepares** individuals, communities and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

### **Position Summary**

We are looking for a highly capable Salesforce Administrator to ensure that our organization capitalizes on the benefits offered by the Salesforce CRM system. In this role, your duties will include both administrative tasks, like creating user accounts, maintaining our donor, client, and volunteer data, and training staff on the effective use of Salesforce products, as well as developing new functionality to support SBP's growing needs.

To ensure success as a Salesforce administrator, you should possess extensive knowledge of Salesforce system administration and other integrated tools. You will need the ability to work in a fast-paced environment and be relentless in applying your extensive knowledge of Salesforce and resources to create solutions that improve client experience and increase internal users' efficiency and productivity.

This position includes the opportunity to learn new tools such as S-Docs (Automated Salesforce Document Generation), Formstack (Form creation tool for Salesforce), Amazon Connect (AWS Call Center technology), Okta (Single Sign-On security system), and others.

### **Responsibilities**

- Developing new workflows, custom objects and fields when needed, and forms
- Develop and maintain new Salesforce-integrated tools, reports, dashboards, screens
- Ensure data integrity, de-duping, cleaning, and maintaining data as needed
- Importing and exporting data as needed
- Support projects upgrading and configuring existing and new Salesforce modules
- Manage and maintain Salesforce roles, profiles, sharing rules, workflows, and groups
- Work on end-user requests for new/modified capabilities, addressing data issues, customizing reports, dashboards, and screens
- Provide end-user training and support
- Developing training material and providing end-user training on Salesforce and integrated tool sets
- Other duties as assigned, such as learning and administering Amazon Connect

### **Requirements**

- One or more years of experience as a Salesforce administrator in a similar environment
- A bachelor's degree is required, a degree in computer science is a plus
- Salesforce Administrator Certification
- Experience in administration and maintenance of Nonprofit Success Pack is a plus
- Proficiency allocating roles and managing access
- Knowledge of importing data and generating Salesforce reports and dashboards
- Experience with implementing and troubleshooting flows in Salesforce is a plus
- Ability to provide salesforce training and end-user support
- In-depth knowledge of Salesforce products and their functionalities
- Excellent verbal and written communication and ability to work as part of a team
- Strong decision-making skills
- Must be able to pass FBI, state, and sex offender background checks

### **Performance Expectations**

- Able to juggle multiple, competing priorities in a fast-paced environment
- Exceptionally self-motivated and curious
- High level of personal accountability
- Align work performance with SBP's core values
- Top-notch written communication and interpersonal skills
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Superior work ethic and high energy level
- Desire and ability to work, grow and learn in a startup environment
- Plan and meet deadlines
- Demonstrate initiative and work as a team player
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector
- Demonstrate commitment to continued professional growth and development
- Ability to understand and engage diverse audiences and new target markets

*SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.*

*SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.*

*It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.*