



## Salesforce Consultant

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Full-time, Exempt Position in 501 Commons' Technology Services team.

In order to serve their clients and perform their missions, nonprofit organizations need to make effective use of information technology. However, many of them lack the training, knowledge or support they need to do so. This is where we step in, and this is where you can help. As a key member of our Technology Services team, the Salesforce Consultant will work to help nonprofits meet their missions by driving client-specific implementations, integrations, maintenance and system improvements on the Salesforce platform.

This is a very customer-focused role with lots of client interaction, so an aptitude for working with people as well as data is essential. Sensitivity toward nonprofits' missions and operations is crucial along with the ability to clearly explain technical options and limitations to both technical and non-technical audiences.

It is also important to maintain a big-picture perspective of client organizations and their needs while providing assistance to them. Skills in process improvement and requirements definition and prioritization are essential.

### Responsibilities:

- Project development
  - Lead or facilitate defining and gathering client business requirements.
  - Analyze client business requirements while accounting for priorities.
  - Prioritize delivering the highest value as early as possible within client budget.
  - Translate nonprofit client needs into successful Salesforce implementations. These typically involve Salesforce customization, data migration, technical documentation, and coaching client administrators.
- Salesforce system administration – best practices and practical application in these areas:
  - Setting up new users and profiles
  - Custom objects, workflows, processes, flows, permissions
  - Reports, Dashboards and Views
  - Maintaining the overall Salesforce.com system
    - Data deduplication and archive tasks
    - System updates
  - Website-to-Salesforce integration
  - Use of Data Loader and/or Demand tools
- Integration management – fitting 3<sup>rd</sup> party applications to the nonprofit's business process. As examples:
  - Email marketing: MailChimp, VerticalResponse, Soapbox.
  - Forms, merge and reporting: Apsona, Conga, Form Assembly, DocuSign.
  - Payment integrations: iATS, Click & Pledge.
  - Nonprofit-centric applications like Volunteers for Salesforce, Auctions for Salesforce.
  - Other website integration applications like Gravity Forms or Salesforce sites.
- Assist Client Engagement Manager with client intake and project scoping.
- Manage ongoing client relationships.
- Stay current with Salesforce releases and corresponding documentation and provide new functionalities and solutions as needed.

The above list includes the most commonly occurring responsibilities of this position. From time-to-time other duties commensurate with the level of this position may be assigned.

## Qualifications

- Bachelor's Degree preferred
- 2+ years as a Salesforce administrator, Salesforce.com certifications a plus.
- 3+ years in technology as a developer, consultant, business analyst or systems administrator.
- Experience with Salesforce Nonprofit Success Pack including legacy "Starter Pack" versions.
- Experience working with nonprofit organizations – strongly preferred.
- Experience creating documentation for requirements, design, test, and training.
- Open source Website CMS experience - a plus (especially Plone, WordPress, Drupal).
- Desirable: Experience with (or desire/aptitude to learn) Apex, VisualForce, and Lightning Components.
- Demonstrated ability to prioritize tasks and organize information, work independently and use good judgment.
- Ability to develop and maintain effective working relationships with others; well-developed communication skills with colleagues and client stakeholders.
- Ability to self-manage and adapt to changing priorities as needed.
- Adept with multiple software systems and willing to learn new products.
- Demonstrated Cultural awareness and nonjudgmental respect for other perspectives and successful collaboration with colleagues of different backgrounds, traditions, values and artistic expressions

## What we Offer:

- Flexibility: Ability to set your own schedule within a M-F, 7 am to 7 pm timeframe, including working remotely\* and/or from home.
- Collaboration with a small, but highly professional, state-of-the-art technology team with numerous opportunities for professional development.
- Benefits including generous paid time off; paid holidays; and medical, vision and dental coverage.

Salary: \$50,000 - \$60,000 annually DOE

\*The position requires occasional presence in clients' sites and in 501 Commons' office in Seattle.

## Inclusiveness Statement

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal, valued and supported.

## Application Instructions

To be considered for this position, please submit your resume and cover letter to [techjobs@501commons.org](mailto:techjobs@501commons.org) with Salesforce Consultant in the email subject line. We look forward to hearing from you!