Job Description
Salesforce Administrator

Primary Purpose
Under the supervision of the Vice President of Global Sales, the Salesforce Administrator will provide support to the organization through the customization and configuration of the Salesforce platform. The position will manage the Salesforce.com database and reporting, and provide training and support to users. Additionally, the Salesforce Administrator will provide administrative support to the sales team and coordinate related projects as assigned.

Essential Functions

Salesforce Administration
- Manage Salesforce security including roles, profiles, sharing rules, workflows and groups.
- Maintain and customize Sales Cloud and Service Cloud applications.
- Build custom reports, dashboards, and workflows.
- Manage operational requests and reporting including customer analysis and individual views, and troubleshoot issues.
- Develop training materials and provide training and support to Salesforce.com end users.
- Maintain database for integrity and accuracy including cleansing and duplicate record management.
- Manage all sales related technical resources and migration of data into Salesforce.
- Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information on how changes will apply to all affected departments/users.

Administrative Support
- Generate a variety of sales related reports.
- Administer eMail templates utilized within the sales group.
- Administer KPI and related reporting for the sales group.
- Coordinate activities between sales and other departments (such as marketing and training).

Additional Duties
- Perform other related duties, as assigned.
  Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task or responsibility.

Equipment
- Uses standard office equipment such as personal computer, scanner, copy machine, and telephone headset. May utilized binder or laminator.
Work Schedules

- Twelve months per year, standard work schedule as needed to successfully meet individual and department goals and objectives, and meet employee and client needs, including a reasonable amount of overtime as necessary. This may include occasional evening and/or weekend hours.

Knowledge, Skills and Abilities

- Keen eye for detail and analytical skills.
- Must be able to manage many moving parts and details at once.
- Organizational and time management skills. Complete work within established time frames.
- Ability to prioritize, and coordinate multiple projects and competing work demands. Ability to see the “big picture” while managing several small projects.
- Ability to work independently and be self-motivated.
- Ability to carry out instructions furnished in written or oral form.
- Excellent verbal and written communication skills.
- Ability to report work orally or in writing to supervisor as required.
- Positive interpersonal skills, including the ability to establish and maintain cooperative, courteous working relationships with others.
- Ability to understand, apply and use personal computers and software applications including advanced skills in Salesforce, Power Point, Excel, Office 365/Skype, and Word
- Ability to problem-solve job-related issues.
- Ability to maintain confidentiality of information regarding company financial and other information.

Physical and Mental Demands, Work Hazards

- Works in standard office building environments.
See the Summary of Physical, Sensory and Environmental Requirements Needed to Perform Essential Job Duties for this position.

Qualification Profile

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

- Bachelor’s Degree in Business, Communications, Marketing, or other related field.
- Salesforce certification required (ADM 201 certification).
- Two to four years related experience including utilization of Salesforce platform.
- Advanced skills in Microsoft PowerPoint, Excel, and Word; Office 365/Skype.
- Experience in implementation, training and documentation preferred.

FLSA Status: Exempt

Date: 09/2017