Jr./Salesforce Administrator

Position Description

Overview

CareerWise is a nationally-recognized startup nonprofit organization that is shaping our nation's workforce through innovative, business-led youth apprenticeships. As part of our work at CareerWise, we create a network of apprenticeship positions that provide our business partners with a powerful talent pipeline, and develop a new path to in-demand careers for our state’s youth. This innovative approach has captured the attention of business, government and education leaders across the nation, leading to the launch of CareerWise USA to help partners around the country develop modern youth apprenticeship systems that lead to high-quality, equitable outcomes.

As a start-up, CareerWise is constantly evolving based on feedback from its complex network of local and national partners, all of whom are aligned to support the student apprentices, employers and national intermediaries that are the organization's customers.

Reporting to the Sr. Director of Technology, the Salesforce Administrator will work closely with functional leaders, organizational units, and subject matter experts to identify, develop, and deploy new business processes through technology. This role is part technical project manager, part administrator, and part Salesforce analyst. Day-to-day, this role is responsible for executing on general configuration, support, maintenance and improvement of our CRM platform.

Responsibilities

- Serve as primary system administrator for the Salesforce.com environment with 65+ users across our national community partners
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Complete regular internal system audits and prepare for upgrades
- Manage Salesforce.com data feeds and other integrations including Marketing Cloud, Community Cloud, and Fonteva
- Coordinate the evaluation, scope and completion of new development requests
- Work to establish suitable processes to support administrative, development, and change management activities
- Assist in training of new users, and grow the Salesforce.com skillset across the organization (CO and National teams)
- Effectively act as the liaison between our users and vendors
- Work independently with our internal Business Analyst, Junior Architect, and members of the CareerWise staff to define and document development requirements
- Manage day-to-day agile development cycles (we use Monday.com as our project management tool!)
Key competencies needed for success

- Excellent project management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Ability to communicate (verbally and in written format) technical requirements/knowledge/concepts to non-technical stakeholders at all levels at the organization and externally
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes

What we’re looking for

- Minimum one to two years of experience as a Salesforce.com administrator
- Salesforce.com Admin certified (required)
- Proven ability to design and implement new processes and support user adoption
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce.com best practices and functionality
- Knowledge of best practices as it pertains to Strong data management abilities
- A documented history of successfully driving projects to completion
- A demonstrated ability to understand and articulate complex requirements
- Previous experience working in a SCRUM or agile environment preferred
- Diverse lived experiences and ability to honor and appreciate those of others
- Demonstrated passion for CareerWise mission and ability to deeply understand the complexities of the youth apprenticeship system that CareerWise is building

Compensation

Title and salary will be commensurate with skill level and applicable experience. We offer a generous benefits package including group medical, dental, and vision plans, short term disability, 100% vested 401k Plan with a 3% employer contribution, and Flexible Time Off to name a few!

*Sound interesting?*

*Click on this [link](#) to apply.*
We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

If you need assistance or an accommodation due to a disability, you may contact us at careers@careerwisecolorado.org.