

Salesforce Administrator

Location: Duluth, GA/Palm Beach Gardens, FL / Virtual or in-office
Job Type: Full Time
Reports to: IT Director

Job Description

The Salesforce Administrator oversees the administration of Salesforce and Pardot for all solution groups within the enterprise.

Roles and Responsibilities

- Serve as a Salesforce system administrator for the enterprise-wide Salesforce Sales Cloud environment with over 90 users, and two custom apps.
- Manage everything to do with Salesforce including, but not limited to:
 - security, user provisioning, objects, flows, fields, layouts, lightning pages, record types
 - validation rules, reports, dashboards, data loader, email templates, Einstein Activity Capture
 - email deliverability, experience sites, custom apps, integrations, sandboxes, and change sets
- Maintain data integrity and build system for handling duplicates.
- Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information regarding how changes will apply to all affected departments/users.
- Coordinate the evaluation, scope, and completion of requests for new functionality.
- Establish robust processes and change management activities.
- Assist in training of new users and grow the Salesforce skill set across the organization.
- Build, test, debug, and manage complex Flows for business operations and integrations.

- Manage Zapier Zaps for integrations with Salesforce and any other applications required by the business.
- Act as Hubspot technical lead and troubleshooter
- Point of contact for the third-party applications related to Salesforce and Hubspot
- Carry out monthly optimizer tasks and monthly Salesforce backup
- Advise leadership on Salesforce contract and products

Knowledge and Skills Required

- Extensive knowledge of Salesforce Sales Cloud and Flows
- Excellent project management skills, organizational and time management skills with documented history of successfully driving projects to completion
- Ability to work independently, be self-motivated and provide project status updates regularly
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests
- Positive interpersonal skills, including the ability to establish and maintain cooperative, courteous working relationships with others
- Must demonstrate ability to communicate effectively at all levels of the organization with excellent verbal and written communication skill
- Ability to assess the impact of new requirements on Salesforce and all upstream and downstream applications, systems, and processes
- Creative and analytical thinker with strong problem-solving skills and the ability to identify root cause and provide ideas for resolution
- Ability to maintain confidentiality of information regarding company financial and other information
- 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

- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, flows, custom views, and other content of intermediate complexity
- Strong understanding of and ability to implement Salesforce best practices and functionality.
- Strong data management abilities

Experience Required

- Minimum three years of experience as a Salesforce administrator
- Salesforce Certified Administrator (ADM-201)
- Knowledge / experience with Hubspot software
- Knowledge / experience with Zapier software
- Advanced skills in Microsoft Office 365 suite (Excel, Powerpoint, Word, Outlook, etc.)
- Proven ability to design and implement new processes and facilitate user adoption

Values Based Required Competencies

- Demonstrates SERVICE to others in ways that impacts their professional and/or personal lives by connecting to them and adding value.
- Demonstrates commitment to EXCELLENCE. Regularly produces results that supports our mission.
- Demonstrates RESPONSIBILITY and ACCOUNTABILITY and contributes in a humble and selfless way.
- Contributes in ways that demonstrates VALUING people.
- Fosters an ENVIRONMENT of teamwork by seeking collaboration in achieving our collective goals.