



Title	<i>Salesforce Administrator</i>
Department	<i>IT</i>
Reports to	Senior Director of Technology
Location	Rosemont, IL or Remote
Hours	<i>8:00 am – 5:00 pm</i>

Job purpose

We are currently looking for a high-energy, driven individual from with a passion for driving growth and productivity in organizations. The ideal candidate has a passion for and deep knowledge of Salesforce and enjoy working in a collaborative environment.

The ideal candidate has an analytical mind with the ability to act as a trusted adviser and business partner to division leaders, while working cross-functionally with sales, marketing, membership, education, accounting and all other facets of the organization. This individual must be comfortable prescribing and prioritizing processes and tools to meet business problems.

The primary objective of this position is to maintain the integrity and accuracy of Salesforce for the entire organization. The Salesforce Administrator will be responsible for data entry processes, quality assurance, customization of Salesforce and alignment of data with other software utilized by the organization.

To ensure success as a Salesforce Administrator, you should possess extensive knowledge of the Salesforce system, and the ability to work in a fast-paced environment. The Salesforce Administrator will ensure that their Salesforce expertise translates into optimized department operations and business-growth opportunities for the association.

Duties and Responsibilities

- Troubleshoot Salesforce issues and escalate as needed
- Create and manage users, profiles, roles and permission sets in Salesforce.
- Customize fields, page layouts, record types, reports and dashboards
- Assist in data import/export/updates, system customization. Quality Assurance, management and setting standards for data input within Salesforce
- Build and maintain business automation processes
- Develop reports, dashboards, and processes to continuously monitor and identify insights from the user support requests we receive
- Troubleshoot potential issues, set priorities for addressing areas of improvement, and track progress against current goals
- Provide day-to-day end user support and assist with best practices to improve and increase their knowledge of Salesforce.com.
- Create training and user documentation; maintain ongoing documentation processes as business needs evolve or features are added; and host timely training sessions.
- Update and customize Salesforce to meet the needs of the organization
- Extract data, create reports and analyze usage patterns
- Assist with implementation of features (integrations) that are not being utilized within Salesforce
- Work with other departments in the organization to assist with database needs
- Support of Sales and Sales Management team including Workflows, Prospects, Sales, Invoicing and more.
- Ongoing check-ins with Senior Management on customized changes to ensure consistency with the entire organization.

- Other tasks and additional duties as requested

The above declarations are not intended to be an “all inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and are a reasonable representation of its activities.

Qualifications

- A bachelor's degree.
- Salesforce.com Admin Certification preferred
- 2-3 years of experience as a Salesforce administrator in a similar environment.
- In-depth knowledge of Salesforce.com best practices and functionality.
- Efficient in using functionality such as: Process Builder, Data Loader, Management of Custom Apps and Objects.
- Salesforce.com. Lightning interface experience.
- Ability to thrive in a dynamic, fast paced, results oriented environment
- Strong verbal and written communication skills
- Excellent, articulate, personable and diplomatic customer service skills
- Ability to multitask, work independently and work efficiently under deadlines
- Possess a positive team-player attitude
- Proficient in MS Office (Word, Excel, PowerPoint). Knowledge of membership database programs a plus
- Proven project coordination skills
- Experience with ESP (e.g., Pardot) a plus
- Experience with an association management software (AMS) platform (e.g., Fonteva, Association Anywhere) a plus
- Knowledge of SQL and/or SOQL

Working conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may be required to attend annual trade show for a week which will consist of travel and overnight stay.

Direct reports

No direct reports.

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