GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the **part-time Salesforce Business Analyst** position by sending your resume to: jobs@nfcchelp.org

Job Summary: As the Salesforce Business Analyst, this position concentrates on Salesforce system development, project management, deployment, user training and maintenance. The role promotes productivity and efficiency by creating methods to meet organizational needs, troubleshooting technical issues, and supporting teams through training opportunities. This position reports to the IT Manager and will job share with the Development department as a technical database resource based on assigned responsibilities by the Vice President of Community Engagement.

Job Specifications:
- 1,456 hours per year/28 hours per week
- Work schedule: 9:00pm – 4:30pm with 30 minutes for lunch or 9:00am – 5:00pm with 1 hour for lunch
- 4-day week with one day off, to be determined by management
- $27-32/hour, depending on skills and certifications
- No remote days unless requested (e.g. doctor appt)
- Will receive overtime pay or comp time when work requires some weekends during seasonal programs.
- Hourly with options for overtime

Job Duties and Responsibilities:

Salesforce Systems Configuration and Management:
- Perform organization customization of fields, page layouts, objects and applications.
- Create and maintain new and existing Salesforce reports and dashboards in partnership with key stakeholders.
- Work closely with internal stakeholders to identify and outline specific data and business requirements, implement and document business process solutions, and ensure system security.
- Ensure integrity of data entered by various teams by creating systems for identifying and eliminating duplicates, identifying system errors that interfere with data quality, and running quality control systems to analyze the integrity of data being entered by various teams.
- Other duties as assigned.

Salesforce Training, Documentation and Support:
- Provide day-to-day end-user support and assist users with best practices to improve and increase their knowledge of Salesforce.
- Provide support and training for Salesforce to new and existing staff, including orientations for new staff and specialized training in response to changing roles, recommending specific Trailhead training and resources.
- Complete regular internal system audits as assigned.
- Assist and implement upgrades and new applications.

- Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials.
- Serve as the resource for system troubleshooting, coordinating with outside resources as appropriate.
- Support the other tools that integrate with Salesforce as needed (Classy, Form Assembly, Apsona).
- Other duties as assigned.

Salesforce Maintenance:
- Maintain security such as user accounts, mobile user accounts, sharing rules, user roles, user profiles, content folder rights, groups, list view rights, and custom pages.
- Maintain and create workflow rules, validation rules, formula fields and escalation rules as needed.
- Perform database maintenance tasks, including diagnostic tests and duplicate entry cleansing.
- Ensures compliance with data security organization wide.
- Other duties as assigned by management.

Development Resource Responsibilities:
- Maintain Salesforce data for Donor records including contact merging and reconciliation of Salesforce to Classy and Quickbooks
- Provide ad hoc reports or build reports as needed by Development team.
- Provide tax acknowledgement reports/letters to Donors on set schedule using Salesforce data.
- Complete year end annual donor statement process (January).
- Assist with seasonal programs (three x per year) on site to ensure clients and donations are managed and process is completed in real time.

Required Skills and Abilities:
- Demonstrated ability to understand and articulate complex processes.
- Documented history of successful project completion.
- Nonprofit experience preferred.
- Must have excellent interpersonal skills.
- Strong attention to detail and accuracy.
- Demonstrated ability to communicate effectively – both verbal and written skills.
- Ability to multi-task and meet crucial deadlines.
- Criminal background clearance.
- Negative drug test screening.

Education and Experience: Bachelor's degree or Equivalent Technical Degree. Salesforce Administrator Credential preferred but not required. Salesforce Business Analyst level would be ideal candidate for this position.

Job Competencies:
- **CRM Administration -** Engages with technology to learn new systems and adapt them to organizational needs; Committed to problem solving, continuous improvement, and education surrounding the data needs of the organization.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Organizational Support** - Designs and implements staff training and support; Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Physical Demands and Work Environment: Work is performed indoors in an office sitting in front of a computer 80% of the time. Must be able to lift, push or pull up to 10lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to
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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.