



## **Salesforce Administrator Job Description**

### **Reports to: Director of Finance & Administration Consultant**

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Founded in 1995, Bridge the Gap's (BTG) overarching goal for the past 27 years has been to bring educational equity and opportunity to the youths in Marin City. Today, BTGCP continues to inspire and support over 400 students who are primarily youth of color from a variety of ethnic, cultural and religious backgrounds. The organization provides after school enrichment programs for K-12 students, and guides them on their journey from Kindergarten all the way to, and through, college and beyond.

#### **MISSION**

The mission of Bridge the Gap is to provide educational, social, and emotional resources to underserved students in Marin City and beyond.

BTG's vision is that all students achieve their greatest potential with equitable access, opportunities, and choice.

BTG's core values and educational philosophy center around the belief that every child deserves the chance to succeed in school and pursue a college education.

#### **POSITION SUMMARY/OVERVIEW**

The **Salesforce Administrator** will be responsible for Salesforce implementations, support, and integrations. Under the supervision of the Director of Operations, the Salesforce Administrator will lead the process of Salesforce administration, development, data mining, analysis, reporting and providing insights to key stakeholders of Bridge the Gap, on operational issues and program results. The Salesforce Administrator will translate program objectives into actionable reports, dashboards and storyboards on the Salesforce platform and also leveraging tools like Twilio and Tableau, to support program communication, as well as communicate the analytics and trends to stakeholders at all levels.

PRINCIPALS ONLY PLEASE

#### **REQUIREMENTS**

##### **Education:**

- Associate's or Bachelor's Degree in Computer Sciences, Computer Information Systems, or related experience.

##### **Experience:**

- 2+ years of experience working as Salesforce Administrator/Developer



- Salesforce certifications – Salesforce Administrator needed, Platform Application Builder and Advanced Administrator preferred or advantage
- Ability to design and implement a Salesforce solution, using sales cloud, community cloud, to existing business challenges and opportunities
- Deep understanding of Salesforce architecture, processes, products, and best practices.
- Hands-on experience with all types of SFDC administration/development tasks.
- Experience with Salesforce Lightning, Visualforce, SOQL
- Proficiency in HTML, and SQL
- Thorough knowledge/experience working with custom fields, formulas, triggers, validation rules, flows, page layouts, workflow rules and process builder in Salesforce.
- Excellent communication skills, with a proven track record working in a dynamic and collaborative team environment.
- Strong Excel skills and familiarity with analyzing and querying data
- Strong project management skills, experience working closely with project managers and team leads on large and complex projects.
- Excellent organizational skills, with the ability to effectively translate between end-users, business analysts, and technical/functional experts.
- Ability to create and document business requirements, use cases and test cases, interacting with stakeholders, business users/analysts, partners, and vendor teams.
- Experience working on Salesforce integrations with Twilio, JotForms, and NPSP
- 2+ years in any school or non-profit (preferred).
- Proof of COVID vaccination is required.

#### **Job Type:**

- Hourly consultant– rate based on experience.
- Remote work is available upon request.
- The individual will need to be in the office physically at least one day per week.

#### **DISCLAIMER**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

#### **ACKNOWLEDGEMENT**

**Bridge the Gap is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.**