



Job Title: Database Administrator-Salesforce
Reports To: Program Director
Hours: .80 FTE with benefits

FLSA Status: Non-Exempt
Date: July 24, 2020

About the Family Resource Center Association:

Our mission is to strengthen families through partnership and collaboration. FRCA is committed to strengthening families! We connect our Member Centers to funding opportunities, advocacy, data reporting and evaluation, training, and partnerships and collaborations across Colorado, enabling them to serve more families with the resources they need to thrive. www.cofamilycenters.org

Working Relationships

Internal Relationships: FRCA Staff and Board Members

External Relationships: Family Resource Center Directors and Staff, FRCA stakeholders

General Position Description:

The Database Administrator supports FRCA's Program Director in maintaining and managing FRCA's Salesforce.com (Salesforce) database and ensuring the integrity of its data for its estimated 250 users. This newly created position will take the lead in conducting fine-grained tasks aimed at improving functionality of the database by assessing and supporting database performance through monitoring, evaluating, and resolving processing and programming problems, while also addressing user concerns

Essential Duties and Responsibilities

Work with Program Director to support the following:

- Provide day-to-day end-user support (including system configuration, complex reports, and system maintenance) and assist users with proactive best practices to enhance and increase their knowledge of Salesforce.
- Respond to incoming service calls and/or to self-service ticketing queues in a timely manner on behalf of end-users to provide accurate and appropriate information. Identify, evaluate, and prioritize end-user issues to ensure that inquiries are successfully resolved.
- Engage with end-users in a friendly and professional manner while actively listening to their concerns.
- Create processes for remote training and active involvement in onboarding new end-users to Salesforce. This could include recording how-to videos, user manuals, recorded webinars or other creative strategies. Document and maintain consistent procedures.
- In partnership with end-users, identify opportunities for improvement and make constructive suggestions for change.
- Develop end-user strategies for monitoring and maintaining the completeness and accuracy of records.
- Administration of Salesforce platform and applications to effectively manage standard and non-standard objects and platform functionality. Perform routine data hygiene tasks, including updating contact record fields and managing duplicate accounts.
- Identify business risks/inefficiencies, diagnose, and propose solutions. Analyze and pinpoint sources of data anomalies within Salesforce.
- Support Program Director, Director of Member Services and Finance, and Fundraising Manager in a variety of advanced reporting tasks using Salesforce reports and Einstein Analytics Plus.
- Responsible for all user management for Salesforce and other applications integrated to Salesforce (security, profile management, permissions sets, etc.)
- Responsible for maintaining and developing custom configuration, implementation, and user adoption pertaining to profiles, roles, security settings, custom objects, custom tabs, custom fields, page layouts, reports, dashboards, etc.

- Optimize functionality of database by implementing enhancements to Salesforce. Keep current on new features of Salesforce to create recommendations for best practices and utilization of the program.
- Manage the Salesforce Community and utilize Community Builder for any updates/changes necessary.
- Utilize troubleshooting techniques to resolve hardware, software, and network issues.
- Coordinate projects and monthly meeting logistics for the Program & Evaluation Committee.
- Build strategic relationships and partner with key industry players, agencies and vendors around data integration.

General Tasks and Responsibilities

- Actively participate in FRCA meetings in a positive, problem-solving manner.
- Maintain professionalism in line with FRCA policies and standards.
- Represent FRCA and Member Centers in meetings that promote visibility and credibility of FRCA and Member Centers.
- Maintain high level of confidentiality as it relates to the agency and all records/documents.
- Ability to work flexible hours when needed, including occasional planned over-night travel within the state.
- Assist in development of association-level programmatic reports to key stakeholders, including funders.
- Develop and monitor regular outcome and evaluation measures for project goals.
- Perform other program coordination, support, management or administrative duties as may be assigned.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

To perform this assignment successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualifications

- 1-3 years of work experience in a database-oriented position.
- Demonstrated experience with Salesforce, familiarity with Lightning and Communities Builder. Ability to create fields, manage profile administration and familiarity with workflows and/or Process Builder preferred.
- Demonstrated solution-oriented problem-solving skills and strong database management skills.
- Previous experience in a customer service role within a non-profit organization preferred.
- Experience in planning, implementing, managing, and timely completion of projects with multiple tasks.
- Strong judgement, decision making and critical thinking skills.
- Strong interpersonal skills demonstrated by ability to establish and maintain interpersonal relationships with others including peers, internal and external managers, community groups and other stakeholders.
- Ability to document and communicate technical information to a non-technical audience.

Competencies

- Excellent customer service skills.
- Excellent communication (verbal and written), listening and analytical skills.
- Conscientious, organized, very detail-oriented, and results-driven.
- Strong working knowledge of Microsoft Office, including Word, Excel, Outlook and PowerPoint.
- Ability to work independently, manage multiple tasks and projects, and to assess and change priorities based upon agency needs.
- Strong skills working with ad-hoc and formal teams to accomplish positive results.

Other Information

- Successful applicant will be asked to authorize a Division of Motor Vehicles (DMV) record and other background checks before employment is approved.

Work Schedule and Compensation

- This position is 0.80 FTE, 32 hours per week. This position has flexibility as to which workdays per week.
- Compensation Range: \$26.44-28.05 per hour, depending on experience (non-exempt/hourly).
- This position is partially in office and partially remote, due to the COVID-19 pandemic. When restrictions are lifted, the position may shift to in-office for the majority of the time.
- FRCA offers a generous benefit package, including:
 - 100% paid health coverage (medical, dental, vision) for our employees after 90 days of successful employment. FRCA will cover 50% of health coverage for spouse and dependents.
 - Aflac – An optional supplemental insurance policy in addition to the health benefit plan. FRCA will cover half of the cost, up to \$25 per month of this benefit for employees.
 - Short term disability available after 90 days of successful employment.
 - Eight paid vacation days during the first year of employment. Employees begin accruing vacation and sick time on their first day.
 - Two floating holidays at the time of hire. These are paid days off in lieu of having to use vacation or sick time.
 - Simple IRA retirement plan with a 3% employer match, eligibility begins January 1, 2021.
 - \$25 monthly self-care reimbursement.
 - Telecommuting agreement (e.g. working remotely, working from home), or flexible schedule agreement (e.g. working hours different from the regular schedule) will be considered for employees who are regular status after 90 days from date of hire.
- Normal business hours are Monday-Friday from 9am to 5pm. Occasional weekend/evening hours may be required.

Hiring

FRCA is an Equal Opportunity Employer. We are dedicated to diversity and encourage all individuals to apply.

To apply, **please submit the following** to info@cofamilycenters.org with “Database Admin” in the subject line.

Please include:

- **Cover letter addressing how your specific employment experience fits this position**
- **Resume**

Candidates moving forward in the hiring process will need to furnish upon request:

- **Three (3) professional references, with at least one being an immediate direct supervisor**

The posting will close once a suitable pool is identified or when the position is filled. Applicants are encouraged to apply promptly.