

Job Description

Position Title: Salesforce Administrator

Job Grade: 5

Reports To: Information Technology Director

Location: SIFE World Headquarters—Springfield, MO



Summary of Position

This position is responsible for implementing Salesforce.com technology and software as the client relationship management (CRM) solution for SIFE.

Key Responsibilities

- Developing and maintaining s-controls, AppExchanges and Force.com pages
- Integrate Salesforce with other third party solutions
- Manage the SF instance using the standard aspects of the Salesforce Setup menu
- Create and manage custom objects, fields, and formulas
- Develop and maintain custom reports
- Develop and maintain dashboards
- Develop and maintain validation rules and custom workflow
- Participate in the integration process with other enterprise systems
- Audit, uncover and resolve data integrity issues
- Complete bulk imports of data
- Batch reassignment of accounts and opportunities based on organizational changes
- Deliver training and communication to business users
- Recommend best practices
- Recommend, implement, test, and deploy Visualforce pages
- Recommend, implement, test, and deploy Apex classes and triggers

Key Characteristics

- Well organized
- Flexibility to meet continuously changing priorities and challenges
- Solid communication and interpersonal skills
- Ability to drive things to completion

Skill Set

- Strong overall technical background
- Advanced Excel capabilities and related data manipulation a plus
- Experience with Apex programming language, VisualForce development, report writing software and Salesforce.com certification a plus

Education Requirements & Experience

- Bachelor's degree in business or technology field or equivalent work experience
- 2+ years experience with Salesforce.com development preferred