



SalesForce CRM Administrator

Challenged Athletes Foundation® (CAF), a nonprofit based in San Diego that provides opportunities and support to people with physical challenges, so they can pursue active lifestyles through physical fitness and competitive athletics is seeking an experienced **SALESFORCE CRM ADMINISTRATOR**.

This position will work across multiple teams to provide day-to-day configuration, support, and maintenance of CAF's customized Salesforce instance (Luminate CRM and Luminate Online) and lead ongoing improvement efforts related to data management and analysis.

RESPONSIBILITIES

- Work with staff across the organization who use Salesforce, providing training and continued support. Work with them to improve the system to meet their needs and to streamline processes.
- Oversee day-to-day activities and operations of a customized Salesforce implementation.
- Manage projects to improve our use of Salesforce, including working with staff and external consultants to implement enhancements to the system.
- Manage app and website integrations and data flow to ensure maximum efficiency and data integrity.
- Participate in cross-functional teams that address strategic issues involving Salesforce.
- Manage data loads and data clean-up as needed.
- Create customized reports and dashboards and network maps.
- Manage ongoing updates and structure for reporting tools developed for internal departments to utilize to track program related initiatives.
- Manage project management queue for reporting and data analytic requests from multiple teams.

- Create reports and dashboards to share data across teams.
- Serve as back up for data and donation entry as needed during busy cycles.
- Facilitate the Salesforce Steering Committee, comprised of internal stakeholders representing CAF departments and work groups.
- In coordination with steering committee, create Salesforce user policies and procedures. Develop and maintain naming conventions of picklists, report folders, dashboards and other areas to improve system usability.

Requirements and Qualifications

- Bachelor's degree, preferably in technology or business administration
- 2+ years of Salesforce.com administration and customization
- Certified Salesforce.com CRM Administrator and/or Advanced Administrator Certification preferred
- Experience with Blackbaud Luminate CRM (on Salesforce Platform) is a plus
- Ability to translate business requirements into technical deliverables
- Ability to work collaboratively on a high-performance team
- Ability to manage multiple projects and work on tight deadlines
- Highly organized, responsible, and attentive to timelines and details
- Experience with non-profit organizations a plus

Letters of interest, resumes and salary requirements can be sent to hr@challengedathletes.org