

SWEET GRASS CONSULTING

JOB TITLE: PROJECT MANAGER & SALESFORCE ADMIN

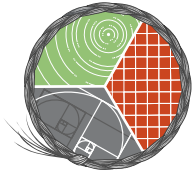
We're seeking a proactive and motivated individual to help support our numerous nonprofit clients who utilize Salesforce's Nonprofit Cloud (aka NPSP) in the role of Project Manager and Salesforce Admin. This includes supporting our team in planning, customizing, and building Salesforce instances to fit our clients' needs, building reports and dashboards, and providing ongoing training and technical assistance to their staff. A working knowledge of Salesforce, especially Nonprofit Cloud, is preferred in regard to building objects and apps, implementing automation, customizing pages, importing, performing integrations, and building reports and dashboards. The ideal candidate will be a fast learner with excellent customer service experience to be a go-to for our Salesforce clients. The job would also include applied social science methods such as interviews, surveys, data analysis, and report writing. We would expect the candidate to be able to also learn other database systems we utilize.

Responsibilities:

- Managing multiple Salesforce projects from start to finish with oversight from Director as applicable
- User and license management including new user setup/deactivating old users and creating and assigning roles, profiles, and permission sets
- Building new custom apps, fields, and objects
- Cleaning and importing data
- Researching, recommending, and performing integrations via the AppExchange
- Building reports and dashboards
- Fielding and addressing technical assistance requests in a timely manner
- Providing onboarding and refresher trainings to clients' staff as necessary and producing training materials like SOPs and videos
- Working in a variety of database systems but primarily in Salesforce
- Supporting in other evaluation, research, and strategy projects including, but not limited to, interviews, surveys, data analysis, and report writing

Qualifications:

- 1-2 years knowledge and hands-on experience working as a Salesforce Admin
- Proven track record via Trailhead Badges/Super Badges
- Bachelor's degree (or 4 years work experience)
- **Certified Salesforce Admin (required)**



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Preferred Knowledge/Skills/Abilities:

- Understanding of the Salesforce platform (Nonprofit Cloud/NPSP specifically)
- Experience with Salesforce as an admin
- Proactive attitude and approach
- Ability to work efficiently in a remote setting
- Exceptional problem solving and troubleshooting skills
- Willingness to learn and continue professional development
- Reliable and responsive to client needs
- Excellent relationship building & customer service skills
- Ability to relay technical information in an easily digestible way
- Ability and comfort providing training and technical assistance (mostly in a virtual format)
- Technologically inclined (Salesforce, Tableau (desirable), Formstack, G-Suite, Microsoft Office)
- Knowledge and understanding of nonprofit organizations
- Knowledge and understanding of Community Development Financial Institutions (CDFIs)
- Experience or knowledge of impact measurement and evaluation frameworks
- Ability to see the bigger picture and how a database is intertwined

Salary: Depending on experience, \$60,000-\$70,000

To Apply: Email cover letter and cv/resume to:
leadership@sweetgrassconsulting.net