Position title: Salesforce Administrator
Candidate: Vacant
Department: Finance and IT
Supervisor: CFO
FLSA: Full-time/Non-Exempt
Salary: $88,000
Effective date: ASAP

OUR IMPACT
For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We’re the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE
We’re passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT
Under the general supervision of the CFO, the Salesforce Administrator will manage the Agency’s Salesforce and related business applications. This position will respond to questions from Agency employees to resolve technical and functional support issues. Duties include management of related data loads, assisting with build and curating reports and dashboards, review data quality and deliver training to employees, end users or other relevant constituents on new features and functionality. This position will work with functional business leaders to document and implement new business processes, modify existing configuration, and integrate new applications. Responsibilities include but are not limited to process improvement, software training, applications administration and project coordination.

JOB REQUIREMENTS
Preferred and Required skills for success in the Salesforce Administrator role include but are not limited to the following. In some cases long term experience may substitute for Education.

Education and Certifications
- Bachelor’s degree in related computer/information technology field preferred or equivalent experience
- Salesforce Administration Certification if desired but not required.
Experience
- Minimum four years’ experience with Salesforce administration in organizations comparable to Samaritan House.
- Minimum 4 years and excellent experience with Salesforce Sandbox environments including but not limited to unit testing, deploying change sets and excellent familiarity with common software development practices and procedures.

Knowledge, Skills, and Abilities:
- Excellent computer proficiency and solid understanding of computer applications, data structures, database design, design and implementation of workflows, networking and user interface layouts.
- Excellent skills working with spreadsheets (Excel, Google Sheets, etc.) including data manipulation and cleanup functions.
- Superior multi-tasking and prioritization skills to manage multiple demands and deadline, including but not limited to skills with time management, organization, strong attention to detail, timely and proactive follow through
- Strong analytical and problem-solving skills.
- Strong project management skills with large volume work capacity.
- Strong interpersonal skills with ability to maintain and make new relationships as well as work well alone and within teams. Self Starter.
- Strong Communication skills (oral and written)
- Strong work ethic, positive and resilient attitude and integrity in all agency business dealings and interactions.
- Excellent, sound judgement and decision-making skills in a fast moving environment; Ability to observe and work within professional boundaries in all interactions with all constituents.
- Must be able to travel between agency sites or other locations as assigned. Valid California driver’s license, dependable transportation with insurance, and a clean driving record. Ability to be on time.

WORK ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES
Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a cubicle environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, occasional travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

Samaritan House requires all candidates to be fully vaccinated (including any mandated boosters) as a condition of employment and to receive a job offer. During the pandemic some positions will work remote, hybrid or onsite. Hiring Director will discuss this position’s requirement. While on site all employees regardless of vaccination status are required to wear masks and social distance and abide by the Agency’s Covid Protection Policies.

BENEFITS INCLUDE: Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.
Salesforce Administrator Responsibilities include but not limited to:

- Conduct all business within Agency Values, Ethics, Integrity and Professional Boundaries; timely and within deadlines.
- Manage and Provide routine user support for the Samaritan House Salesforce platform.
- Collaborate and Maintain relationships with our business application support vendors, partners, or outside service contractors.
- Manage the Agency’s data governance in our business applications.
- Build and Maintain strategic business reports and dashboards.
- Research, test, evaluate, recommend and activate new features.
- Translate business requirements into well-architected solution documentation aligned with the Agency’s business objectives.
- Develop and maintain relationships within our functional business leaders and manage a change management process flow from requirements gathering to production releases.
- Provide user training, and create and maintain detailed, accurate, functional and technical systems documentation.

Other Department, Agency and Administrative Duties include but are not limited to:

- Support, assist and attend general department and agency events, activities and functions as needed. Assume responsibility and leadership for any related tasks within these events.
- Assist with the maintenance of a safe work environment for all and report any incidents or COVID violations within 24 hours or immediately.
- Work occasional evenings, early mornings, weekends and holidays depending on agency needs and events or as assigned by CFO.
- Support CFO as needed and assigned with any IT business activities.
- Attend any assigned trainings or meetings internal or external- represent Samaritan House positively and professionally.
- Perform other duties as directed.

Samaritan House is an equal opportunity employer. Interested candidates will be required to submit a cover letter and resume to:

Samaritan House
Director of Human Resources
4031 Pacific Blvd. San Mateo, CA 94403
hr@samaritanhousesanmateo.com
FAX: (650) 294-4336

No phone calls, please! Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.