



## Salesforce Administrator/Data Associate

**Background:** [Education Forward Arizona](#) is a statewide education advocacy organization dedicated to championing education as the key driver to improving Arizona's economy and quality of life. Formed in 2021 by combining three education nonprofit organizations with similar missions, Education Forward Arizona serves as the leading voice for promoting the state's Achieve60AZ education attainment goal and a shared action agenda to move the goals of the [Arizona Education Progress Meter](#) forward.

The organization's focus also includes providing scholarships and innovative programs to students and advocating for policies and funding to move education forward in Arizona. Learn more at [EducationForwardArizona.org](https://EducationForwardArizona.org).

**Position Summary:** Education Forward Arizona seeks a **Salesforce Administrator/Data Associate** to join our expanding team. The Salesforce Administrator/Data Associate will be responsible for managing the day-to-day operations of the Salesforce system to meet the organization's requirements and working closely with our user community to improve and enhance the Salesforce platform, with responsibility for increasing user engagement and training and systems enhancements. The Salesforce Administrator will be able to maintain Salesforce services and ensure tasks run smoothly for our program, development, outreach, and policy teams.

### **Essential Duties and Responsibilities:**

- Serve as system administrator for the Salesforce environment with 35 users
- Handle all essential administrative functions, including user account maintenance, reports, dashboards, workflows, validation rules, data migration, and other routine tasks
- Train new users, develop user manuals, and grow the Salesforce skill set across the organization
- Maintain key system metrics to track trends in usage and adoption
- Oversee data quality, migration, and maintenance, including importing data as appropriate, merging datasets, cleaning data, managing duplicate records, monitoring data quality, and generating reports to identify missing data within Salesforce as well as any used cases outside of the CRM
- Provide strategic advisement of best practices, training programs, and the use of CRM applications to end-users
- Comply with FERPA regulations and handle potentially sensitive data with the utmost security and confidentiality

- Provide technical support for Salesforce CRM, including access, troubleshooting, error resolution, data integrity, and processes to keep data in sync with a variety of inter-related systems
- Staying up to date on new Salesforce features as they are released and rolled out to staff as needed
- Coordinate the evaluation, scope, and completion of new development requests from the Education Forward Arizona team to support organizational needs
- Support occasional data compilation or analytics requests for select access and success initiatives that advance the mission of the organization in the community
- Work with our staff to establish effective processes to support administrative, development, business engagement, program, and change management activities

**Skills and Competencies:**

- Bachelor's degree in business or information systems (preferred)
- Minimum 3-5+ years of experience using Salesforce CRM; Salesforce Admin certified (preferred), experience with Salesforce Lightning (required)
- Minimum 2-3+ years of experience as a system administrator for a nonprofit with more than ten users that are using Salesforce for both program and development management (preferred)
- Proven ability to assess organizational needs for purposes of gathering requirements, informing design, implementing new processes, and facilitating user adoption
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, flows and automation, custom views, integrate 3<sup>rd</sup> party applications, and other content
- Strong understanding of Salesforce best practices and functionality, including knowledge of principles, practices, methods, and techniques associated with the administration of security permissions and access within an enterprise relational database environment
- Strong Excel skills, formulas, pivot tables, data security, and merging data sets
- Excellent data analytic skills to parse out individual data components or take a more macro look at interacting data sets and provide context to the team
- Documented history of successfully driving projects to completion
- Computer proficiency and advanced knowledge of MS Office and understanding of key Salesforce architectural concepts (e.g., API, security models, and techniques)
- Familiarity with the challenges faced by underrepresented students in the education system, especially as it pertains to college access and attainment
- Excellent verbal and written communication skills required
- Excellent interpersonal skills with a demonstrated ability to work in a cross-functional team environment required
- Ability to work independently, take initiative, and manage multiple tasks and projects, as well as to be a team player who is eager to collaborate with others
- Ability to demonstrate strong problem-resolution skills
- Ability to apply good attention to detail while maintaining an institutional perspective

**Salary Range:** \$65,000-\$73,000. Commensurate with experience.

**Job Status:** Full-time, Exempt, Salaried position with benefits package, 40 hours per week.

**Job Location:** Phoenix, AZ. US Work Authorization Required.

This position is open immediately. The close date for applications is available until filled. Visit [educationforwardarizona.org](http://educationforwardarizona.org) to learn more about our organization.

**Please combine the following documents in an email to [jobs@educationforwardarizona.org](mailto:jobs@educationforwardarizona.org):**

- Cover Letter (Statement of interest and qualifications, based on this description)
- Current resume
- Three professional references

*The statements in this description represent typical elements, criteria, and general work performed. This is a partial list of this job's responsibilities, duties, and skills. Education Forward Arizona is an equal opportunity, affirmative action employer. It is a firmly held value of the organization that opportunity is not limited by gender, race, class, sexual orientation, disability, or age. All candidates will be evaluated on a merit basis.*

*All employees at Education Forward Arizona must be fully vaccinated for COVID-19 as a condition of employment. Education Forward Arizona complies with all obligations to provide reasonable accommodations in accordance with all applicable laws.*