



SALESFORCE ADMINISTRATOR

Job Title: Salesforce Administrator
Reports to: Vice President of Supply Chain
Status: Full-Time
Location: Upland Shoe Bank, Upland, CA

POSITION OVERVIEW

[Shoes That Fit](#), an award-winning and highly respected national non-profit, provides brand new athletic shoes to children in need. The Salesforce Administrator is a motivated professional helping the organization maximize its use of Salesforce and other technology to support the organization's growth in a manner that enables us to serve as many kids in need as possible.

The Salesforce Administrator will oversee and provide administration and support for the organization's Salesforce tech-stack. The role is hands-on, supporting the team with all Salesforce and related issues. This role will also provide project management for new functionality and enhancements to the Salesforce tech-stack.

KEY RESPONSIBILITIES

1. Salesforce Support (60%)

- Administer Salesforce and affiliated applications (MobileCause, GeoForce, Conga, Make.com, GiveSmart, etc).
- Manage integrations between systems.
- Create and maintain documentation for Salesforce and any affiliated applications.
- Prepare for and conduct ongoing staff training as appropriate.
- Facilitate new user on-boarding and training.
- Create and maintain Salesforce reporting.
- Maintain the Salesforce database (eliminate duplicate records, ensure database is optimized for the organization).
- Manage Salesforce helpdesk via Freshdesk and Trello

2. Salesforce Project management (30%)

- Implement an annual strategic road map for key Salesforce and affiliated applications.
- Responsible for the project management of the annual strategic road map.
- Manage relationship with offsite vendors for Salesforce and affiliated applications.
- Provide quality control and testing for new functionality and enhancements.
- Proactively research process improvement and efficiency opportunities for Salesforce and affiliated applications.
- Ensure application security is enabled and users are following security best practices.

3. General IT Support (10%)

- Assist team with hardware and software issues.
 - Provide administrative support for Salesforce and other applications.
 - Monitor and prioritize IT helpdesk requests.
 - Escalate support requests to STF third party IT support as needed.
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WHO YOU ARE

- Bachelor's degree from four-year college or university and minimum of 2 years related experience and/or training—or equivalent combination of education and experience.
 - Salesforce experience, to the Superuser / SME (subject matter expert) level.
 - Experience in managing Salesforce integrations with other applications and systems.
 - Experience in software quality control procedures and SDLC planning.
 - Experience with IT ticketing systems (Freshdesk, Trello, Jira, etc)
 - Attention to detail, organizational skills and flexibility in managing multiple tasks.
 - Team player willing to work in a variety of capacities to further the organization's mission.
 - Optimistic and proactive approach to work.
 - Ability to represent organization in a professional and friendly manner.
 - Must be able to lift and install computer hardware and equipment, which may include bending, standing, sitting on the floor, and lifting.
 - Must be able to travel between worksites (currently two offices) to provide onsite support as needed. Typically this would include possessing a CA Driver's license and having transportation.
 - Sense of humor and concern for children, required!
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COMPENSATION & BENEFITS

- **Salary:** \$75,000
 - Full-time role with health care, retirement 403(b) plan, and PTO
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HOW TO APPLY

Submit a cover letter indicating your interest in and qualifications for the position, along with your resume, through [Indeed.com](https://www.indeed.com) OR via email to Linda Matthews, Director of Administration, Shoes That Fit, at jobs@shoesthatfit.org.

Shoes That Fit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.