



Salesforce Administrator, Family Connects International

Job Title:	Salesforce Administrator
Program:	Family Connects International
Location:	Remote
Position Type:	Full-Time, Contract

JOB DESCRIPTION

Position Summary:

Family Connects is a postpartum support program for all parents of newborns, regardless of income or socioeconomic status. We are looking for a proactive individual who can help us continually improve and enhance our Salesforce platform by gathering client requirements and feedback, and designing solutions based on industry standards and best practices. Our Salesforce user experience plays an important part in our program evaluation and continuous quality improvement. We are seeking candidates with strong customer service and communication skills who enjoy all aspects of user management including support tickets, user training, and designing solutions focused on user satisfaction.

We are looking for someone with a strong understanding of the Salesforce platform and a desire to keep learning. The Salesforce administrator should be comfortable liaising with users and enjoy learning new business processes to translate them into technical solutions. The Salesforce Administrator will begin with a contract position and will be eligible to transition to permanent status.

Responsibilities:

This is a varied business facing role, with the following responsibilities:

- All aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, sharing rules
- User Support Tickets
- Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, Flow, assignment rules, approval processes, fields, page layouts, record types, apps, dashboards, and reports
- Sandbox environment management
- Monitor User Adoption
- Help assist with user training and creation of training materials.
- Identify and gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience
- Identify unused or underutilized platform features
- Help to Create a platform roadmap and define priorities, liaising with stakeholders
- Own the communication of any platform changes to end users and stakeholders
- Data management to improve Salesforce data quality, implementing rules and automation as needed
- Proactive system maintenance including Security Reviews, Release Updates, Health Check, and Optimizer
- Monitor and improve user adoption
- Technical documentation
- Working knowledge of integrated applications

Qualifications:

Required:

- Strong Salesforce product knowledge and at least 2+ years of Salesforce hands on administration experience
- Trailhead Badges/Super Badges
- Certified Salesforce Administrator

Desirable:

- Additional Salesforce certifications e.g., Advanced Administrator, Platform App Builder, etc.
- Bachelor's/Postgraduate degree, or professional qualification
- Experience configuring and maintaining Health Cloud and Experience Cloud

APPLICATION INFORMATION

Please email resume to fci_jobs@duke.edu (subject line: FCI Salesforce Administrator). Applications will be accepted until position is filled.