



Position: Salesforce Administrator

Location: 55 Washington Street, Brooklyn, NY

Supervisor: Manager Salesforce Operations & Data Analytics

BACKGROUND

NPower is a high-performing leader in providing pathways to successful digital careers for youth from underserved communities and veterans across the US and Canada. NPower's award winning training programs use curriculum informed by senior industry leaders and labor market trends. On average, NPower graduates 85% of enrolled students, places 100% of graduates in paid internships and has over an 80% rate of success for employment or continued education within 6 months of graduation. Notable corporate partners include Symantec, Cisco, Bank of America, Citi, CBS, JPMorgan Chase, ServiceNow, and HP.

We address many of the primary barriers that our veteran community confront. Beyond free technical classes, our career training programs provide in-demand certifications within weeks, paid internships, professional networking and mentorship with business leaders, soft skills coaching, connection to social services, job placement assistance, transit assistance and an opportunity for graduates to give back to the program via our professional volunteer network. We provide ongoing career coaching, advanced certifications, and leadership development for our alumni, ensuring that we are developing true pathways for long-term success for our students.

Position Summary:

NPower is seeking an energetic and detail-oriented professional to maintain and enhance NPower's system for collecting, tracking and reporting program data (activities and outcomes) and fundraising donor information using the Salesforce CRM (customer relationship management) platform. Data collected supports a number of initiatives, including fundraising, marketing and importantly, program evaluation and improvement. This position will support regional and headquarter data analysis initiatives to enhance data integrity. This role is integral in providing our organization a continued path to success.

Responsibilities

- Ensure all regional offices accurately reflect program activities and outcomes into the Salesforce platform.
 - i. Develop & maintain reports corresponding to program and organizational needs on weekly, monthly, and quarterly basis for data analysis and review.
- Focus the organization's use of data towards what best serves the mission
- Serve on a team as system administrator for the enterprise-wide Salesforce environment.
- Responsible for training and the development of training materials that capture fundraising and program data in Salesforce.
- Maintain cleansing requirements to support database integrity.
- Performing database maintenance tasks, and duplicate entry cleansing.
- Ensuring optimal performance of Salesforce systems and products.
- Document customizations made in Salesforce
- Knowledge of importing data and generating Salesforce reports.

- Responsible for department focused projects that includes analytical support needed in response for proposals, foundation reports and fundraising efforts.
- Perform quantitative and qualitative reporting on NPower program and fundraising data.
- Perform end user and application support functions including problem solving and resolution of Salesforce application function defects. Documenting processes, including error reports and changes to field history tables.
- Collaborate with NPower internal departments on Salesforce improvements based on the needs of the organization and the program.
- Facilitate training new users and grow the Salesforce data entry skill set across the organization.
- Responsible for coordination of small and large-scale Salesforce Lightning implementations for various programs; work with program teams and/or external consultants
- Serve as an internal expert on Salesforce and other third-party tools
- Design, develop, and manage report and dashboard solutions to ensure that employees at all levels of the organization have the information they need to make decisions
- Handle inbound Salesforce requests including user management, troubleshooting, system change requests and report requests

Candidate Requirements

- Bachelor's degree or relevant experience.
- Minimum 3-4 years of relevant Salesforce CRM & database administration experience, preferably in a non-profit environment.
- Experience with Salesforce CRM platform or other database platforms with the ability to create a variety of fields, reports, and custom objects for use in activities outlined above.
- Proficiency in Data Migration tools such as Data loader
- Experience in data management and qualitative/quantitative research methods.
- Strong knowledge of Microsoft Office software including Word, PowerPoint, etc.
- Advanced knowledge of Microsoft Excel (ability to create pivot tables, formulas, charts, etc.).
- Excellent organizational and time management skills, with attention to detail and accuracy.
- Outstanding analytical skills, organizational and problem-solving skills
- Effective communicator of complex ideas to individuals of varying experience.
- Ability to work independently and meet deadlines.
- Attention to detail and adherence to department policies and procedures



Core Competencies

- **Technology:** Strong working proficiency in Microsoft Excel, Word, and PowerPoint. Accuracy with data entry and comfort with basic report and query building and running in a donor database.
- **Analytical Thinking & Research:** Ability to think up innovative ideas and solutions to complex problems using logic and reason to contribute to the development of program and fundraising strategies.
- **Project Management:** A self-starter capable of prioritizing multiple projects with competing deadlines and coordinating project needs among a small and mighty team.

Compensation

- Commensurate with position and experience.

How to Apply

Please submit a cover letter and resume via email to: Ashley.Benjamin@npower.org

As an equal opportunity employer, NPower encourages diversity and does not discriminate in employment on the basis of age, race, color, creed, gender, religion, marital status, national origin, disability, or sexual orientation.