

THE RESURRECTION PROJECT

Job Description



Position Title	Salesforce and Database Administrator/Data Analyst
Supervisory Relationship	Director of Information Technology
Work Location	1801 South Ashland, Chicago, IL 60608
Organization General Description	After 25 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$431 million in community investment.
General Job Description	The Salesforce and Database Administrator/Data Analyst (SDADA) is responsible for managing the organization's Customer Relationship Management (CRM) and integrated platforms for the organization's data collection, management and reporting needs. This position reports to the IT Director, and work closely with the IT Coordinator and pillar heads to plan, coordinate, and convey the visual representation of the qualified data, information, and knowledge. The SDADA's goal is to maintain effective and efficient utilization of the CRM, and to facilitate collection and extraction of key performance indicator metrics. The SDADA will be responsible for sourcing, qualifying, and validating CRM data outputs for reporting needs and ensuring data integrity during the collection process.
Job Duties and Responsibilities	<p>Salesforce and Database Administration:</p> <ul style="list-style-type: none">• Manage and administer CRM.• Manage users; customize and implement profiles, security settings, roles and security settings.• Coordinate training needs, and create and maintain training materials and user documentation, as well as provide user training.• Design and create workflows including automated alerts, field updates, and email generation.• Document company processes and workflows.• Develop process documentation and field maps.• Create new processes and associated reporting.• Batch/bulk exports, imports, and updates of data.• Manage third party extensions, including complex reporting tools.• Manage Salesforce API interfacing with other TRP platforms. <p>Data Analysis:</p> <ul style="list-style-type: none">• Data management, analysis, and manipulation.• Monitor and improve data quality.• Import data as appropriate.• Regularly perform data and clean-up procedures.• Audit, uncover, and resolve data integrity issues.• Deliver training and communication to TRP Staff. Create and administer training to existing or new users/groups. Provide one-on-one training to end users on an ongoing basis.• Develop reports, dashboards, and processes to support department operations.• Qualify report data, identify, and resolve user input errors.• Oversee and assure the compliance and data integrity of reports, as well as the backup and audit-ready hard copy files and documentation. Prepare monthly, quarterly, and annual dashboard reports for staff and board members.• Quality control and sharing of the following regular reports:<ul style="list-style-type: none">• Monthly and Quarterly Management Dashboards and Scorecard Reports• Quarterly and Annual Board Reports• Quarterly and Semi-Annual Grant Reports as assigned.• Other duties as assigned.

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Essential Knowledge and Skills

- Bachelor's degree required.
- Strong overall technical background.
- 3 to 5 years' Salesforce.com administration experience.
- Salesforce.com certification.
- Strong understanding of Salesforce.com best practices and functionality.
- Excellent project management and organization skills.
- Understanding of relational databases and database integrity tools.
- Understanding of the general concepts of Customer Relationship Management (CRM).
- Experience using data loader and de-duplication tools.
- Proficiency in data manipulation (Excel, Access, SQL, and other related data manipulation tools).
- Strong research, troubleshooting, and creative problem-solving skills.
- Experience with SQL, Apex, VisualForce development, and AppExchange reporting tools.
- Team player with positive attitude. Proactive, organized, and logical.
- Great communication skills.
- Strong problem-solving skills.

Special Working Conditions and Demands

- Must be able to work some evenings and weekends.

Position Classification

Full-Time, Exempt

Preparation Date

4/24/17

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions

Please send resume and cover letter by email or mail. No phone calls please.

Contact Information

Email: trpjobs@resurrectionproject.org
Mail: Human Resources, 1818 South Paulina, Chicago, IL 60608