



Refugee Women's Alliance (ReWA) is a nationally recognized multiethnic nonprofit organization that provides award-winning services to refugee and immigrant women and their families in King and Snohomish Counties.

JOB OPENING

POSITION TITLE: Salesforce Database Coordinator
REPORTS TO: Executive Director
STATUS: Non-exempt Regular Full Time (37.5 hrs/wk)

SUMMARY:

The Salesforce Database Coordinator will be responsible for the day-to-day configuration, support, maintenance, and improvement of our database. Working closely with fundraising, program management and marketing staff, the administrator will identify, develop, and deploy new business processes. This role is part technical project manager, part administrator, part Salesforce analyst and 100% dedicated to ReWA's mission.

ABOUT REWA:

ReWA promotes inclusion, independence, personal leadership, and strong communities by providing refugee and immigrant women and their families with culturally and linguistically appropriate services. ReWA advocates for social justice, public policy changes and equal access to services while respecting cultural values and the right to self-determination.

Our clients come from more than 70 countries across the globe, including Africa, Southeast Asia, and the Middle East. ReWA provides social services to every member of a refugee or immigrant woman's family, from infant to senior. These services, delivered in more than 50 languages and dialects, are designed to make a long-lasting impact in our clients' lives and help them thrive in the Puget Sound community.

RESPONSIBILITIES:

- Serve as primary system administrator for the Salesforce environment with 100+ users.
- Focus the organization's use of data for what best serves the mission.
- Handle all basic administrative functions including user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other routine tasks.
- Gather detailed requests for improvements or changes to the system, and implement these changes as appropriate
- Automate processes using Salesforce tools such as process builder, flow automation, validation rules.
- Manage less complex Salesforce integrations - those not handled by a Salesforce Developer or Consultant/Partner.
- Identify, install, and maintain appropriate apps from the AppExchange for event management, mass email, document merge, and more.
- Train new users and grow the Salesforce skill set across the organization.
- Document customizations made in Salesforce.
- Plan ahead for upgrades, seasonal releases and, long term projects.
- Ensure integrity of data entered by various teams by creating systems for identifying and eliminating duplicates, identifying system errors that interfere with data quality, and running quality control systems to analyze integrity of data being entered by various teams.
- Work alongside the Systems and IT Manager in maintaining and improving the use of Salesforce.com and its Applications
- Work closely with internal stakeholders to identify and outline specific data and business requirements, implement and documents business process solutions, and ensure system security.
- Maintain security such as user accounts, mobile user accounts, sharing rules, user roles, user profiles, content folder rights, groups, list view rights, and custom pages.
- Maintain and create workflow rules, validation rules, formula fields and escalation rules.
- Maintain, upgrade back-up, and replace, as needed, applications within the Salesforce.com environment.
- Perform database maintenance tasks, including diagnostic tests and duplicate entry cleansing.

MINIMUM QUALIFICATIONS

- Excellent project management skills and a positive attitude.
- Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests.

- Creative and analytical thinker with strong problem-solving skills.
- Must demonstrate ability to communicate effectively verbally and in writing with all levels of the organization.
- Ability to critically evaluate and prioritize information gathered from multiple sources and reconcile conflicts.
- Ability to assess the impact of new requirements on Salesforce and other integrated systems.
- Experience designing and implementing staff training and support; ideally in program evaluation.
- Experience in producing high quality results autonomously with little direction or guidance.
- Self-motivated and able to work independently.
- Commitment to problem solving, continuous improvement, curiosity, and personal development.

Preferred Qualifications

- A documented history of successful project completion.
- A demonstrated ability to understand and articulate complex processes.
- Strong Salesforce interest and ability to quickly master new technology.
- Strong understanding of the Salesforce platform, with the ability to build custom apps and objects, formula fields, processes, custom views, and other content of intermediate complexity preferred.
- Strong understanding of Salesforce best practices and functionality preferred.
- Minimum two years of experience as a Salesforce administrator preferred.
- Salesforce Admin (ADM201 and ADM211) certified preferred.
- Nonprofit Cloud Consultant certification preferred.
- Experience with nonprofit processes preferred.

BENEFITS: Medical, Dental, Vision, LTD, Life insurance, vacation, sick leave, paid holidays, 403(b) plan

TO APPLY:

https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101_000001&type=JS&lang=en_US

ReWA is committed to a diverse candidate pool, values and inclusive workforce and workplace environment and wishes to minimize or eliminate the impact of implicit bias during the search and hiring process. Women, minorities, and other underrepresented groups are especially encouraged to apply.

BACKGROUND CHECKS:

ReWA is committed to providing a safe and secure staff and client environment. Employment at ReWA is contingent upon a successful background check on each new employee. Candidates to whom an offer of employment is made will be required to sign a Release of Information Form authorizing ReWA to conduct a thorough background check

CLOSING DATE:

Open until filled

EQUAL OPPORTUNITY EMPLOYER

ReWA is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, family or parental status of any other status protected by the laws or regulations in the locations where we operate.