

Salesforce Administrator

An exciting opportunity has become available for an experienced Salesforce Administrator to contribute to the ongoing growth of our successful NFP through a major IT expansion project. The successful candidate will be pivotal in working with our team on the implementation, delivery, development of Salesforce.

Your core objective will be to assist the organisation in maximising efficiency and capitalise on the full features and benefits of the system in relation to the operational and strategic needs of our NFP. We are seeking someone with excellent technical and communication skills who can interface directly with internal stakeholders to understand their needs in order to administer and enhance the system accordingly. This person will serve as the "go to" for users, promote adoption and keep current on new releases.

You will coach end users in Salesforce and maintain documentation for end users to improve overall utilisation including providing first, second and third level support by understanding, analysing and resolving support related requests and incidents, your role is to improve end users day to day life in relation to the Salesforce platform.

Tasks:

- Work with external Salesforce Partner and Variety SA management team on strategic and operational needs to be met by the IT program
- Project Management of Salesforce implementation in conjunction with external suite of event, finance and general business products
- Oversee Salesforce process automation including creating new users, managing profiles, record types, process builders, workflow rules and validation rules.
- Creating & maintaining customisations (maintaining user roles, security settings, sharing rules, profiles, permission sets, data integrity, data import using data loader, workbench, deliver enhancements through CI/CD release cycle)
- Supporting marketing with Pardot implementation and maintenance
- Participate in stakeholder sessions & working with Salesforce Partner where required
- Expert capability in change set deployment across instances
- Org & experience cloud/community sites preferable
- Strong emphasis on quick & easy documentation via Formstack and/or related tools
- Understand, test & promote ongoing & upcoming Salesforce releases (Summer/Winter/Autumn). Manage Salesforce releases and demo new features to stakeholders
- Design, develop, test and go live with Salesforce configuration changes and enhancements with Partner and Management team consultation
- Ensure best practice solutions and service outcomes are achieved within SLA timeframes
- Identify and gather process improvement requirements across marketing, sales, on boarding and account management, and implement best practice solutions that are easy to use. Look for opportunities to implement new Salesforce functionalities and features in order to contribute to the ongoing integration of Variety SA's Salesforce platform and associated integrations to maximise platform utilisation
- Maintain data integrity and data cleanse processes. Perform consistent data cleansing and management to ensure data quality in Salesforce.
- Ensure technical change management documentation is kept accurate and up to date, including enhancements and upgrades.
- Proactively monitor usage of the Salesforce Platform, raising areas of improvement and enhancement that can improve business processes and the customer experience.

- Create reports and performance dashboards to track key business metrics and assist with business decisions.
- Develop and maintain training documentation and support the training of new and existing users in order to ensure best practice use of Salesforce across the Business.
- Design, document and create underlying data structures and flows
- Configure objects, fields, layouts etc. in SFDC, ensuring alignment with requirements and existing security and structure
- Contribute to new idea conception
- Contribute to requirement analysis and support development of appropriate user stories
- Translate functional requirements into conceptual and technical design documents
- Handover technical projects to support and governance
- Actively contribute to governance functions and procedures
- Provide escalated technical support to user cases – particularly post deployment

You'll also require:

- Salesforce Administrator or Advanced Administrator Certification with 3+ years' experience in Administrator role
- Platform App Builder certification, preferable
- Understanding of Salesforce best practices, configuration and functionality
- Experience with security settings, process builder, workflow & validation rules, custom email templates, reports, dashboards
- Strong hands-on configuration and functional/business analysis skills
- Exposure to end-to-end implementations
- Demonstrated ability to be a critical and analytical thinker with problem-solving skills
- Experience in driving projects to completion
- Strong verbal and written communications skills
- Ability to work independently and as part of a team
- Experience training and supporting nontechnical staff in the use of Salesforce
- Strong analytical and problem-solving skills, as well as troubleshooting expertise
- Excellent interpersonal and communication skills
- Ability to prioritise effectively and escalate issues as required
- Ability to assist and support system, end-to-end and UAT testing cycles
- Assist in the scheduling and completion of customer success stories

What's on Offer:

- A flexible part-time contract role with a successful NFP
- Non Employment Contract option available to ABN holders
- A competitive NFP remuneration package which includes up to \$15,900 tax free
- On-site parking