

Database Manager Job Descriptions & Qualifications

Common themes:

- Most Digital Database Managers are generally part of the Sales Team and report to its head or the Director of CRM Strategy. However, in arts organizations, the position is usually part of the **Development or Advancement team** and reports directly to the corresponding department's director.
- Organizations require candidates with a **bachelor's degree**. Few require a degree in Engineering, Computer Science, or a related field major, but most expect certificates or proven training in database management and curation. Salesforce Administrator official certification is required and Salesforce Credentials are a plus.
- Most expect a **minimum of 3 years of experience** in the day-to-day operations of database technologies. Important working knowledge of specific **digital assets and software programs** is essential.
- It is important to note that Salesforce managers in different sectors and Database managers within arts organizations have somewhat different expected missions. The highlighted general expertise for all is **database management and manipulation**: data input, extraction, reporting, security, and database cleanup and ongoing maintenance.
- **CRM strategies and interpersonal skills** are also essential, as responsibilities include **staff training** and **cross-team communication**.
- In arts organizations, the position also entails development missions¹, such as managing and maintaining relationships with different stakeholders (providers, donors, members, prospects, among others) or developing campaigns to increase engagement.
- Skills set usually include strong **oral and written communication, analytical and quantitative reasoning, extreme organization, and attention to detail**.
- A first experience and/or interest in the related environments of the organization is appreciated (for example, museums usually prefer a profile with working experience for arts organizations).

[More detailed job description findings.](#)

Benchmark articles:

1. [Salesforce Administrator Job Description](#)
2. [Sample Job Description: Nonprofit Salesforce Administrator](#)

¹ [More details on development missions.](#)

Arts Industry Examples:

Click the link below to scroll to the relevant example.

- [Austin's Blanton Museum of Art](#)
- [Boston Lyric Opera](#)
- [Storm King Art Center](#)
- [The Austin Symphony](#)

Other Industries Examples:

- [Doctors Without Borders](#)
- [The National Research Center for College & University Admission](#)
- [Wounded Warrior Project](#)

Summary of DBM job description findings:

1. **Main responsibilities:**

A. *Database management: ensure the integrity and ongoing functionality of the database*

- Data entry, list management, and recordkeeping
- Maximize the efficiency of data entry and reporting
- Identify Salesforce problems and implement solutions for operational efficiency
- Run maintenance reports (APEX tests, field utilization reports, roles by profile reports)
- Perform quality assurance testing and assist in user acceptance testing as needed
- Plan and design an optimal system to align with expected growth plan
- Proactively identify ongoing technology needs to implement process improvements

B. *Cross-team communication: acting as a key point for supporting departments and informational needs*

- Work with various departments to identify data needs and metrics and to maintain best practices and consistency
- Attend regular meetings with support staff and various team members to review upcoming issues, items, and training
- Prepare materials for meetings, including interfacing with other teams on deliverables
- Establish and maintain effective working relationships with staff and service providers
- Train staff on database usage and onboard new hires whose role involves access to Salesforce

- Carry out administrative functions related to Salesforce (including user account and access control setup and maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields, and other routine tasks)

C. Development missions: specific to arts organizations that also expect their DBM to take part in development campaigns

- Identify, develop, and deploy new business solutions
- Serve, grow, and develop campaigns to increase engagement in membership/donors
- Create a strategy for membership/donors retainment and renewal processes
- Prepare grant applications, seek other sources of funding for the project, and manage the project budget and expenses
- Carry out other basic administrative tasks (mailings, scheduling, phone calls)

2. Specialized skills:

Required

- Project management skills
- Microsoft Office, with an emphasis on Excel and spreadsheet design (dedupe mailing lists, import/export of list, pivot tables, merges and formatting)
- CRM strategies: email marketing expertise, conversion rate optimization
- In-depth knowledge of salesforce products and their functionalities: fields and relationships, workflow rules, approval processes, page layouts, security, validation rules, email, and custom buttons and links
- Salesforce Administrator and/or Salesforce Advanced Administrator Certification

Preferred

- Knowledge of Crystal Reports
- Knowledge of Archival Processes
- Programming experience
- Salesforce Credentials (Platform App Builder, Platform, Architect, CPQ Specialist, Project Management)
- Wider certifications in relevant IT technologies (CRM, Software development)

3. Soft skills:

- Passionate about technology, solving web-focused problems, and how good data analysis can impact strategy
- Strong analytical and quantitative reasoning
- Extremely organized
- Detail-oriented
- Problem-solving skills
- Time management skills
- Comfort and effectiveness in translating between people needs and database output
- Strong oral and written communication skills
- Interpersonal skills
- People management and teaching skills
- Service and mission- driven

4. **Background:**

- 3+ years on similar job
- Important working knowledge of computers and software programs
- Proficient in the use of Microsoft Office programs
- Experience developing and manipulating large and complex databases
- Salesforce Certified Administrator and Salesforce Certified Advanced Administrator
- CRM experience
- Experience or interest in the organization's environment

- Bachelor's degree, usually not specified, but when specified: Engineering, Computer Science, Information Systems, or related field
- Master's preferred

5. **Reports to:**

- Director of CRM Strategy/ Sales
- President/ Director of Development
- President/ Director of Advancement

6. **Salary information:**

According to Glassdoor, the average base pay for Salesforce administrators is \$62,504. Those at the low end of the scale make \$45,000, while those at the high end make \$89,000.

Benchmark on non-profit and arts organizations shows that other Database Manager positions, not specific to Salesforce, have similar salaries.

- \$62,000 - \$156,000 ([UCLA](#))
- \$52,000 - \$57,000 ([The San Diego LGBT Community Center](#))
- \$65,000 - \$75,000 ([Austin's Blanton Museum of Art](#))
- \$50,000 ([Boston Lyric Opera](#))
- \$60,000 - \$65,000 ([Storm King Art Center](#))

Arts Industry Examples:

[Austin's Blanton Museum of Art](#)

Database Manager

Provide database support for the museum's two main database systems: the collection database (TMS) and the constituent relationship management database (Altru).

Responsibilities

- Oversee migration of all collection data from Embark to TMS.

- Daily management of database including ensuring integrity and consistency of information in database (setting protocols), updating and correcting existing data and linking digital assets.
- Using Crystal Reports, modifies existing reports and develops new reports in both TMS and Conservation Studio.
- Develop training manual and train staff on database use, providing support to users and maintaining security profiles and access levels for each staff member.
- Manages Conservation Studio, a component of TMS; creates data entry forms, sets configurations and works with collections staff on expanding usage.
- Participation in Campus Digital Strategies Group meetings and projects and manages the museum's component in campus collections DAMS project.
- Assists with special projects as assigned.
- Daily management of museum collection image server including file naming consistency, linking and back-up.
- Collaborates with Rights Manager, Photographer and Videographer on policies for digitization and access to digital image and media assets.
- Manages digitization of both collections and exhibitions hard files and ensures consistency in file naming formats and file structures.
- Works with LAITS on planning long-term preservation of museum digital images, media files and digital archives.
- Ensure data integrity in CRM database: monitor, update and correct all constituent records to match standard practices and protocols.
- Organize existing queries/reports, standardize file naming conventions and sync Altru constituents to University VIP database constituent records.
- Support CRM database initiatives and larger projects as needed.
- Supervises Database Cataloguer and work study or volunteers as assigned.

Requirements

- Bachelor's degree
- Three years of relevant experience
- Experience working with collection management and digital asset management systems.
- Experience working with relational databases such as MYSQL or Microsoft SQL.
- Experience working in museum setting and knowledge of museum operations, policies and standards.
- Experience with museum-oriented thesauri.
- Ability to communicate technical information to both technical and non-technical individuals.
- Ability to assess priorities, work well under pressure, manage time efficiently and analyze and solve problems independently and if necessary collaboratively.
- Professional written, verbal and interpersonal communication skills with staff members, trustees, lenders, donors and volunteers.
- Relevant education and experience may be substituted as appropriate.

Preferred Qualifications

- Bachelor's degree in computer or information systems or in a related field.
- More than three years of relevant experience.

Salary Range

\$65,000 - \$75,000

Working Conditions

- Must be able to sit for long periods of time. Work is primarily sedentary and requires extensive use of computer to review and edit data.
- Must be able to lift 15 lbs.
- May work around standard office equipment.
- Repetitive use of a keyboard at workstation.

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Boston Lyric Opera

Database Manager

Job Description

DEPARTMENT:	Public Engagement
REPORTS TO:	Director of Public Engagement
EMPLOYMENT STATUS:	Full-time, Exempt
WORK LOCATION(S):	Remote Work, Offsite Events, Theater, BLO Main Office
LOCATION:	Greater Boston area

Boston Lyric Opera seeks a Database Manager to manage all database input, extraction, reporting, security, and ongoing maintenance for BLO's CRM, Tessitura. This position will hold primary responsibility for the database structure, data entry, report generation, and compliance for all Tessitura functions that support the daily Tessitura needs across the company, working closely with the box office/sales, development, and finance teams. This includes primary responsibility for all Tessitura list pulls, ensuring their accuracy and compliance with industry best practices. This position will also support reporting and data analysis needs from Tessitura, as well as other company initiatives. This position requires superior attention to detail, excellent analytical skills, and strong ability to multi-task across priorities and deadlines.

AREAS OF RESPONSIBILITY

Tessitura Management

- Provide management for all Tessitura operations across Public Engagement, Development, and Finance operations.
- Oversee data entry and tracking, reports, list management, extractions, and other tasks as assigned for cross-departmental Tessitura use through coordination with lead system users in Public Engagement, Development, and Finance.
- Serve as Tessitura System Administrator/System Architect, including related programs: credit card processors, TNEW, Analytics, SQL, ROI, etc.
- Maintain Central Tessitura BLO user guide/company knowledge base with collaboration of appropriate staff; submit RAMP tickets on behalf of staff as needed.
- Maintain integrity of the Tessitura database by creating and implementing leading business practices to ensure clean entry and reporting procedures.
- Provide oversight for Tessitura database and security, system upgrades, new applications, reports, documentation, and internal Tessitura Users Group
- Manage company usage of funds, campaigns, source codes, elevated events, attributes, constituencies, and other essential Tessitura structures.
- Work with staff to improve frontline and backend processes via system set-up, company policy and industry best practice.
- Document BLO Tessitura processes and policies, coordinate Tessitura training and assistance, and ensure staff redundancy in procedures and policies.
- Serve as the lead company point of contact to New England Tessitura Users Group.

Data Reporting & Analysis

- Develop and maintain a suite of regular reports and dashboards from Tessitura to support marketing, box office/sales, and development operations.
- Serve as primary generator for all Tessitura lists and extractions for regular business operations across Public Engagement and Development.
- Provide budget and cash flow forecast reports based on reported and anticipated box office, ticket, digital, and other sales.
- Work across teams to support data analysis and development of reporting initiatives, including audience development and public and education programs.
- Manages company usage of TRG and collaborates with Public Engagement and Development teams on strategy and usage.

- Manages company surveys, both internally and externally, advising on data collection methodology and providing reporting analysis.

Candidate

You are:

- An independent, self-starter, ready to dive into problems and find creative, innovative solutions.
- Thrive in an iterative design process, excited by building, designing, and always refining.
- Excited by the stories that data can tell, and how good data analysis can impact strategy.
- Happy spending your days in the details with the big picture in mind.
- Passionate about the performing arts and bonus points if its opera.

We are:

- A dynamic, small team with big ambitions; we move fast with a “fail forward” mindset.
- Believers that opera can be everything and everywhere – an art form that belongs to all.
- A team unified around all areas of public engagement, taking an integrated approach to the audience experience, from community and public programming, to how we communicate and welcome audiences into the theater.

QUALIFICATIONS

- 2-4 years of database management or related experience.
- Advanced proficiency with Tessitura or similar CRM.
- Experience managing and manipulating database information.
- Experience providing analytical data reporting.
- Track record of superior attention to detail, ability to meet deadlines, and manage simultaneous priorities.
- Ability to work independently with strong follow-through; strong critical thinking and organizational skills.
- Strong Microsoft Excel skills, including pivot table creation and manipulation.
- SQL experience preferred.

- Experience working in performing arts a plus.

Job Conditions

The position is full-time, exempt. Regular business hours are Monday to Friday, with occasional evening and weekend work during seasonal high volume periods. Administrative work is currently remote, as BLO staff continue to work from home due to COVID-19 precautions. Some regular onsite work is required for BLO performances and events in Boston and across the greater Boston area (both during the week and/or on weekends).

Salary

The salary for this position is based on a candidate's experience and skills, with an estimated salary provided below.

\$50,000.

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Storm King Art Center Database & Data Integrity Manager

Storm King Art Center is a 500-acre outdoor museum located in New York's Hudson Valley, where visitors experience large-scale sculptures and site-specific commissions under open sky. Since 1960, Storm King has been dedicated to stewarding the hills, meadows, and forests of its site and surrounding landscape. Building on the visionary thinking of its founder, Storm King supports artists and some of their most ambitious works. Changing exhibitions, programming, and seasons offer discoveries with every visit.

For additional information, visit www.stormkingartcenter.org.

About the Position

The newly created Database & Data Integrity Manager is a key member of the Operations Department that ensures data integrity and proper programming, maintenance, and use of our organization-wide database, Altru by Blackbaud. Altru contains over 100,000 records and supports the success of several departments, primarily Visitor Operations and External Affairs (Development). This is a critical role that ensures continuity of the Art Center's business and enforces best-practices with respect to data records management. Maintaining reliable, accurate, and consistent data is crucial for analysis, forecasting, and reporting to make informed business decisions.

The Database & Data Integrity Manager is primarily responsible for the integrity of all data records and the oversight of the point-of-sale and online sales systems. These systems contain sales orders, constituent records, reports and queries, and webforms. The Database & Integrity Manager is also responsible for programming and maintaining webforms for organization-wide individual and group admission, merchandise, events, and program ticketing.

To ensure systems are configured optimally, the Database & Data Integrity Manager ensures proper data entry, according to documented standards and leads clean-up and correction on an on-going basis to ensure data integrity. Serving as the main point of contact for questions and issues with the use of Altru, the Database and Data Integrity Manager will continually increase their knowledge of the Altru system, including from the community discussion board, and will teach back to users by answering questions and developing and updating usage guides. Working collaboratively with other department managers, the Database & Data Integrity Manager will monitor and ensure the integrity of constituent data, maintain, and distribute written Altru and database policies and procedures based on best practices museum and industry, and compliance demands.

Primary/Essential Responsibilities and Duties

- Resolve daily issues pertaining to all functions within Altru; escalate any issues to Blackbaud Support and beyond if they are beyond Blackbaud Support.
- Serve as an institutional liaison and co-chair regular Altru user group meetings with subject matter experts from multiple departments.
- Help with complex and intricate reporting and data needs using Altru by creating and customizing queries.
- Identify opportunities to streamline departmental processes and procedures and aid in the roll out.
- Stay current with Altru system updates; inform staff of updates and changes; and implement changes to the Altru system integrate updates.
- Implement a plan to proactively audit and monitor integrity of data across constituent systems with a focus on Altru.
- Program ticketing, discount and webforms for both online and onsite sales of admission for individuals and groups, merchandise, events, and programs.
- Drive ongoing refinements to data integrity in Altru, including large and small-scale clean up and maintenance projects, in keeping with best practices and in response to evolving user needs.
- Serve as project manager to departments for all database and website integration related projects. Includes managing online web forms and generating timely progress reports.
- Design, build and maintain reports, dashboards, and other strategic information for users.
- Create policies and procedures for Altru use and maintenance, based on best practices and consistent with department policies.
- Update accounting GL codes in Altru as necessary.
- Regularly check and fix unresolved sales orders; undelivered emails; and reporting issues
- Maintain Altru user account security and print access.
- Lead training and documentation for all Altru users.
- Advise on add on software opportunities and act as Project Manager for their implementation.
- Assist IT in physical point-of- sales systems including components such as credit card processor, receipt printers, and ticket printing.
- Design and maintain VG files for all ticketed programs and ensure the digital and physical printing of these tickets by all users.
- Other duties as assigned.

Required Skills and Qualifications

- Associate degree is required; Bachelor's degree preferred.
- Minimum of 2 years demonstrated database administrator experience within a customer relationship database (i.e. Altru, Raiser's Edge, Salesforce, Tessitura, etc.), including data import/exports, complex queries and custom reporting.
- Minimum of 2 years' experience in a non-profit or office environment
- Experience working with sensitive personnel or customer data or files
- Experience with data entry procedures
- Experience with back-office, bookkeeping, or fundraising operations
- Understand and value honesty, integrity, consistency, and accuracy and the risks associated with compromise in those areas
- Must be aware of and keep track of relevant compliance demands regarding data/records retention
- Working knowledge of Microsoft Windows 7 or newer
- Working knowledge of Microsoft Office (2013 or 365), particularly Excel
- Self-driven and independently motivated, able to independently set daily goals
- Must be able to create and work through assigned projects and tasks
- Must be able to handle competing requests and priorities from other staff
- Must be trustworthy, due to the sensitive, confidential nature of personal and financial recordkeeping
- Excellent attention to detail and organization skills
- Excellent presentation and communication skills
- Able to translate and describe technical information to non-technical audiences
- Able to teach others or troubleshoot issues in-person, over the phone, or via email
- Able to perform work accurately and thoroughly
- Requires strong ability to follow instructions, manage time, remember details, organize, multi-task, research, communicate verbally and in writing.
- Ability to work occasional nights and weekends.

Preferred Skills and Qualifications

- Previous development experience with advanced knowledge of fundraising systems and process/best practices
- Blackbaud certifications, or training
- Knowledge or experience with Blackbaud Altru or Raiser's Edge
- Experience with browser-based or desktop POS systems
- Knowledge of third-party reporting software such as Tableau or Crystal Reports
- Knowledge of database queries
- Knowledge of macOS
- Knowledge of web programming such as CSS
- Knowledge of design of SVG files
- Demonstrated teaching skills
- Experience training others to use computer software
- Experience working in a museum or cultural institution

Physical Requirements and Working Conditions

- Works in an office environment
- Frequently sits for long periods of time
- Frequently speaks, reads, writes and uses a computer keyboard
- Must be able to work and walk outside in a variety of weather conditions
- Requires standing, lifting, stooping, or bending

- Occasionally works on weekends and evenings to support open season

Benefits and Pay Range

This full-time, exempt (FLSA status) position is eligible for our generous benefits package as outlined below. The hiring annual salary range is between \$60,000 - \$65,000 depending on qualifications.

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The Austin Symphony

Database & Donor Relations Manager

ORGANIZATION: Austin Symphony Orchestra (ASO)

JOB TITLE: Database & Donor Relations Manager

REPORTS TO: Director of Development

JOB SUMMARY:

The Database & Donor Relations Manager is responsible for managing the ASO's data functions for the development department. Working closely with the Director of Development, key ASO Board committees, and the CEO/Executive Director, this position develops, implements, monitors and evaluates all fund development activities in a manner that maximizes contributed income for the orchestra's annual operating needs. They maintain and develop donor/sponsor relationships and maintain an ongoing, active, and proactive program across the development pipeline. Specific responsibilities include, but are not limited to, oversight of the ASO's Annual Fund, corporate donors and sponsorships as well as fundraising events and planned giving programs.

JOB DUTIES AND RESPONSIBILITIES:

Gift Processing 25%

- Serve as the lead gift processor and record-keeper by entering all received and pledged donations into database (Tessitura) and precisely track gift detail.
- Run monthly pledge billing reports and mail invoices.
- Organize gift documentation and maintain donor files and records.
- Serve as the department liaison to the finance team regarding timely reconciliations to prepare for monthly close, audit preparation, and general advancement accounting duties.
- Track and prepare audit related materials each year, including acknowledgements, gift forms, proof of pledges, and signed agreements.

Database Management (Tessitura) 25%

- Manage day-to-day operation of the Tessitura database for the development team by maintaining the integrity of donor records by creating, updating, and merging accounts to ensure maximum accuracy.
- Responsible for the setup of campaigns, funds, designations, and appeals.
- Support the development team with lists and reports, and utilize Tessitura analytics to track performance, monitor trends, and inform decisions.
- Serve as a liaison with the Tessitura Network to manage service issues and software enhancements.
- Participate in trainings and webinars to remain informed on changes and capabilities.

Donor Relations 40%

- Coordinate and implement the timely preparation of donor acknowledgements and membership renewals working directly with the development and marketing teams.
- Provide an outstanding experience for donors by managing the dedicated donor services phone line and email address, and by greeting donors at performances and events.
- Review donor communication materials, refresh templates, prepare mailings and welcome packs.
- Develop and maintain a thank you call process including oversight of calls by ASO Trustees.
- Support the development team with special campaigns, acquisition appeals, benefit fulfillment and engagement activities.
- Assist with event preparation and represent the development team at receptions, dinners, performances and any other ASO event.

Administrative 10%

- Support the development team with administrative tasks as needed, such as scheduling team meetings, submitting invoices, recording meeting notes, and special projects.
- Track and maintain an inventory of development supplies.
- Work with other departments across ASO, serving as a liaison to ensure that all parties are involved in donor cultivation and customer service.
- Other duties as assigned.

QUALIFICATIONS

- Bachelor's degree; minimum of three (3) plus years of documented development experience in a performing arts organization.
- Knowledge in Tessitura a plus; include at least one sample of an appeal including tracking to goal.
- Advanced Microsoft Office Suite experience: able to perform simple searches, dedupe mailing lists, import/export of list, pivot tables, merges and formatting in Excel.
- Provide exported information and standardized reports to meet agency and board expectations with metrics.
- Excellent verbal and written communication skills, with ability to clearly communicate issues to all levels of management, comfortable meeting with general public, patrons, volunteers, and donors.
- Strong analytical and problem-solving skills with ability to create data driven conclusions and presentations.
- Follow-through to complete tasks; Prioritize deliverables; Accommodate changes or modifications to task(s) as the environment shifts.
- Strong organizational skills with keen attention to detail (spelling, punctuation, and calendaring).

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Other Industries Examples:

Doctors Without Borders
Salesforce Administrator

Doctors Without Borders/Médecins Sans Frontières (MSF) is an international humanitarian organization that delivers impartial medical care to people affected by conflict, epidemics, disasters, or exclusion from health care in over 70 countries.

We welcome candidates who bring a wide variety of backgrounds and experiences to join us in working toward MSF's common mission.

Department

Our dynamic Development Department is responsible for raising over \$500 million annually to support the mission of the organization.

Project

MSF-USA is seeking a Salesforce Administrator to join our new, growing team as we migrate from our legacy donor database, ROI to a modern tech stack including Salesforce Nonprofit Success Pack (NPSP), Salesforce Marketing Cloud (SFMC), Springboard, a data warehouse, and several integrations.

Reporting to the Director of CRM Strategy, the Salesforce Admin will work closely with fundraising stakeholders, the Systems team, as well as external partners to understand the vision of the Salesforce ecosystem and help to implement ideas into reality. The ideal candidate for this position is a critical thinker with empathy and understanding of end user business needs, familiarity of fundraising practices and requirements, and Salesforce platform expertise in a nonprofit context.

Once the new system is launched, the Salesforce Admin will also work with the Senior Manager of Training & Change Management to promote user adoption and assist in system stabilization. As we stabilize, the Salesforce Admin will also be responsible for configuration and ongoing maintenance of the platform, declarative development of enhancements, and bug fixes.

Tasks

Pre Launch/Implementation

- Participate in the CRM transformation project as an in-house technical representative, providing input on tradeoffs between customization and standardization, enhancements, and prioritization.
- Ensure that the needs of the Development team are accurately described and translated from business case to implementation for the CRM and related applications with consideration of technical debt and complexity.
- Assist the Senior Manager of Change Management & Training in developing materials, including defining internal business rules and data entry standards
- Develop and maintain role and access control matrix in coordination with Systems (IT) department
- Partner with the Research & Analytics team in Development to support report creation, delivery, and maintenance for key financial and fundraising reports needed at the launch of the new CRM
- Serve on the internal data migration team and core technical team, learning alongside the vendors' implementation of Salesforce and its add-ons to be prepared to support the highly customized Salesforce instance post-launch
- Support data migration
- Perform quality assurance testing and assist in user acceptance testing as needed.

Post Launch/Stabilization

- Serve as the primary system administrator for the MSF-USA's Salesforce Large Data Volume (LDV) instance which includes:

- 40+ users in Fundraising, Finance, and Programs
- Apps for duplicate management, address verification, and advanced reporting to support fundraising
- Archived data management
- Integrations with financial systems, prospect research tools (iWave), and data warehouse
-
- Support system stabilization by handling all basic administrative functions including:
 - User account setup and maintenance
 - Creating and modifying fields, objects, validation rules, page layouts, workflow processes, and more as needed
 - Administering permission sets, roles, and system access to maintain integrity of data
 - Configuration and modification of user roles and access control matrix
 - Creating reports and dashboards
 - Running workflows and batch jobs
 - Promoting change sets from sandbox to production and assist in environment management
 - Completing regular internal system audits and preparing for updates
 - Managing data feeds and other integrations using data loader
-
- Serve as user base support with questions and issues; triaging and escalating as needed to vendors, architects and trainers
- Maintain, prioritize and report on user request and issues backlog
- Keep up-to-date documentation on system configuration and administrative processes
- Keep abreast of Salesforce system releases, features, and best practices, making recommendations to leaders about new features as appropriate
- Serve as an internal expert and advisor on Salesforce and Salesforce apps
- Provide input in the development of the product roadmap for Salesforce and related products with the CRM Director and product leaders
- Additional assignments as required

Qualifications

Required

- Certified Salesforce Administrator credential with at least 2 years of experience working in similar organizations, managing and administering the Salesforce CRM platform
- Strong comfort level with the following:
 - Administering users and system access
 - Archival processes
 - Importing data using Salesforce Data Loader, Batch Upload and similar tools
 - Configuring Lightning experience pages and mobile layouts
 - Configuring process builder, flows, and validation rules
 - Setting up and maintaining permission sets, profiles, and roles
 - Deploying change sets from sandbox to production
 - Configuring and managing multiple sandboxes for development and deployment
-
- Excellent listening skills to fully understand requirements and pain points
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests in an organized and effective manner
- Creative and analytical thinker with strong problem-solving skills
- Demonstrated ability to communicate complex technical topics at all levels of the organization and across departments

- Ability to work independently and proactively, comfortable with a fast paced environment
- Familiar with project management tools and agile methodologies
- Strong commitment to advancing diversity, equity, and inclusion
- Strong commitment to MSF mission and humanitarian principles

Preferred

- Experience configuring or administering NPSP/Nonprofit Cloud, particularly with large data volumes
- Experience with nonprofits and fundraising practices
- Experience with Apsona
- Exceptional verbal and written communication skills
- Integration/middleware experience is a plus

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[The National Research Center for College & University Admission](#)

Salesforce Administrator

ACT® | NRCCUA® is an educational data science and research organization serving over 2,000 member institutions comprised of public and private four-year colleges and universities across the nation. For nearly 50 years, NRCCUA has been a leading provider of data, technology, and programs serving students, high school educators, four-year colleges and universities. These solutions represent the link between students making important life decisions and those providing the resources and information they need to succeed in their post-secondary educations and careers. With the launch of Encoura® Data Lab in 2017 and the addition of Eduventures® Research, the company now combines data science, advanced analytics, research, predictive modeling and omni-channel enrollment services in one platform to enable institutions to make real-time strategic and operational decisions to meet their unique enrollment goals and create the highest probability of student success.

Summary of Position

The Salesforce Administrator will be responsible for the day-to-day configuration, support, maintenance and improvement of our database. Working closely with Sales, Sales Ops, Finance, Marketing, Engineering 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 our mission. To ensure success as a salesforce administrator, you should possess extensive knowledge of salesforce system administration and the ability to work in a fast-paced environment. Salesforce administrators ensure that their Salesforce expertise translates into optimized sales department operations. The Salesforce Administrator will report to Sales with dotted line to Finance.

Key Duties & Responsibilities

- Serve as primary system administrator for the Salesforce environment with 60+ users.
- Ensuring optimal performance of salesforce systems and products.
- Responsible for planning and designing an optimal system to align with our expected growth plan, to accurately track sales contracts and products to correctly to align with Sales territory reporting and Finance systems. Focus the organization's use of data towards 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
- Take ownership and 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, approval processes, validation rules, etc.
- 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, and more
- Train new users and grow the Salesforce skill set across the organization with primary focus on Sales
- Document processes, customizations, error reports and changes to field history tables.
- Managing Salesforce roles, profiles, sharing rules, workflows and groups.
- Importing sales department leads, contacts, and other data.

Skills Required

- 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

- Salesforce certified administrator or salesforce certified advanced administrator.
- 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.

- Experience working with Salesforce in an environment that includes an API aggregator for supporting 3rd-party platforms
- A documented history of successful project completion.
- A demonstrated ability to understand and articulate complex processes
- A demonstrated history of helping the Sales Team successfully use Salesforce to help manage their book of business, and provide supporting management reports.
- Demonstrated ability to successfully work with Engineering to seamlessly move data between systems.
- Experience with both Salesforce Classic and Salesforce Lightning.
- Strong understanding of Salesforce best practices and functionality preferred.
- In-depth knowledge of salesforce products and their functionalities.
- Knowledge of importing sales data and generating salesforce reports.
- 5-7 years of experience as a salesforce administrator in a similar environment.

What Sets Us Apart:

- Mission driven culture
- Paid holidays and generous PTO policy
- Generous benefits: Medical, Dental, Vision, Paid Life and Disability, HSA, FSA, Tuition Reimbursement, and 401k
- Casual dress
- Collaborative and energetic work environment with other motivated, career-driven professionals

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Wounded Warrior Project

Senior Salesforce Administrator

A mission that matters is just the beginning, so if you're ready to get started, we're ready for you.

The Wounded Warrior Project (WWP) Senior Salesforce Administrator leads the configuration, improvement, support, and maintenance of WWP's Customer Relationship Management (CRM) platform. Within Salesforce, the Senior Salesforce Administrator manages the existing workflows while identifying, developing, and deploying new business solutions. The Senior Salesforce Administrator performs a combination of technical management, systems administrator, and Salesforce analyst activities as part of their responsibilities.

DUTIES & RESPONSIBILITIES

- Serve as a senior-level system administrator for the Salesforce.com environment with 400+ users, currently Lightning environment Work independently with business units to refine and document development requirements.
- Diagnose and resolve unexpected issues or results. Recommend solutions or alternative methods to meet requirements.
- Perform basic administrative functions including user account maintenance, report and dashboard generation, workflow management, and routine task execution.
- Lead continuous analysis of Salesforce.com platform features, releases, upgrades, and best practices that align with organizational vision and strategy and that achieve the greatest business impact.
- Maintain proper documentation of processes, policies, and configurations made to the system in preparation for releases and upgrades.
- Identify Salesforce problems, develop fixes, ensure full quality assurance testing, and implement solutions for operational efficiency.
- Evaluate, scope, and complete new development requests.
- Work with WWP's project management team to establish suitable processes to support administrative, development, and change management activities.
- Serve as liaison between teammates, vendors, and external development teams.
- Engage with members of business units to define and document development requirements and identify modifications to impact business processes.
- Promote, increase, and monitor user adoption. Ensure user satisfaction.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

- Demonstrated ability to implement new processes and facilitate user adoption, working collaboratively within a team focused on fulfilling WWP's needs and requirements. Strong understanding of the Salesforce platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
- Demonstrated ability to assess and document the impact of new requirements of Salesforce.com and on upstream and downstream applications, systems, and processes.
- Demonstrated working understanding of Salesforce software with ability to administer fields and relationships, workflow rules, approval processes, page layouts, security, validation rules, email, and custom buttons and links.
- Demonstrated ability to critically evaluate information gathered from multiple sources, and to reconcile conflicts, decompose high-level information into details, abstract up from low-level information to general understanding, and distinguish user requests from the underlying true needs.
- Strong configuration and design skills.
- Demonstrated documentation skills to document processes.

- Demonstrated ability to implement technology-enabled business solutions for clients, working collaboratively within a team focused on fulfilling WWP's needs and requirements.
- Strong collaboration skills. Demonstrated ability to work effectively as a team member and resolve problems. Ability to influence others to gain consensus on the most effective solutions.
- Excellent verbal and written communications skills.
- Strong project management skills. Demonstrated ability to support projects to successful outcome, providing excellent service to ensure project success.
- Strong analytical skills. Demonstrated ability to analyze information and identify and define problems.
- Strong presentation skills. Ability to present technical and non-technical information clearly and concisely to various audiences.
- Demonstrated ability to work independently and exercise confidentiality and good judgment when working with sensitive issues.
- Good organizational and time management skills. Ability to adapt to changing priorities and meet deadlines.
- High energy level. Self- starter; willing to take initiative.
- Passionate about technology and solving web-focused problems.
- Unequivocal commitment to the highest standards of personal and business ethics and conduct.
- Mission-driven, guided by core values, and a pleasure to work with.

EXPERIENCE

Requirements:

- Five years of experience with customer relationship management (CRM) administration, development and/or implementation.
- Five years of advanced Salesforce experience with knowledge of development and administration, development tools, structure, and security.

Preferences:

- Seven years of experience maintaining the CRM systems including updates, enhancements, building reports, managing dashboards, workflows, and security.
- Three years of experience with customer centric processes.
- Three years of experience working in a SCRUM or Agile environment.

EDUCATION

Requirements:

- Bachelor's degree in Computer Science, Information Systems, or related business field. Equivalent combination of applicable experience, education, training, and certification may be considered in lieu of degree.

Preferences:

- Master's degree in Computer Science, Information Systems, or related business field.

CERTIFICATIONS/LICENSURES**Requirements:**

- Salesforce Administrator Certification.
- Salesforce Advanced Certification.

Preferences:

- Salesforce Platform App Builder Credential.
- Salesforce Platform Credential.
- Salesforce Architect Credential.
- Salesforce CPQ Specialist Credential.
- Project Management Certification.

WORK ENVIRONMENT/PHYSICAL DEMANDS

- General office environment, temperature controlled.
- Up to 5% travel.
- Sitting for extended periods.

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