

JOB POSTING

Position Title: Salesforce Administrator/Data Analyst

Position Category: Exempt, Full-Time

Department: Operations

Reports to: Chief Operating Officer

Flexible Hybrid: Remote/downtown office

Direct Reports: n/a

Salary range: \$60-65k

Who Are We?

As a premier workforce education, training, and development organization, OAI's mission is pretty simple: to improve lives. We do that through offering training that leads to safe, meaningful employment while helping companies and communities to thrive. Our commitment to Diversity, Racial Equity and Inclusion means you will be joining a very diverse and dynamic team of professionals who are enthusiastically dedicated to our mission. Big thinkers, strategists, problem solvers, caring fun-lovers ... OAI is a place that encourages innovative thinking and values flexibility and work-life balance. Our hard-working team is supportive and collaborative and all share a common desire to help our fellow citizens live better, safer lives. We're a growing non-profit and we're looking for people to grow with us!

Who Are You?

You love data. You love seeing a dashboard sparkle and a spreadsheet sing. You are a problem solver, project leader, and breadcrumb follower. You understand that tiny details can lead to big errors and are committed to accurate data management. You communicate across different teams and bring groups together to solve problems. You are not afraid to step in and get it done or take the lead on a new project. If this is you, we need you to join our team!

The Salesforce Administrator/Data Analyst will be responsible for overall management and maintenance of a Salesforce CRM system inclusive of data flow management, reporting and analysis to support a workforce development organization. This role is part administrator, part data analytics, and part technical project manager. This position must be self-sufficient with the ability to prioritize work activities and must also be a team player who is highly collaborative in nature.

Why OAI?

Remember when we said at the top that we value work-life balance? That's legit; OAI's pay and benefits are generous! Benefits include:

- BCBS medical and dental insurance
- VSP vision
- Short- and long-term disability insurance
- Professional development opportunities
- Seven paid holidays plus we are closed between Christmas Eve and New Year's Day
- Hybrid office setting
- Paid time off
- Weekly mental health time off
- Monthly Internet/phone reimbursement
- 401k Plan with match
- Excellent technology and IT support
- Employee Assistance Network

OAI provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability or genetics.

How to Apply?

To apply, submit cover letter describing your interest and experience along with your resume to oihr@oiinc.org

Key Areas of Responsibilities:

- Serve as the primary Salesforce administrator with a 30+ user base
- Handle all CRM administrative functions including user account maintenance, reports and dashboards, custom fields, workflows, licenses, external apps/add-ons, and other routine tasks
- Collaborate with various teams to translate programmatic goals into data and reporting solutions
- Develop and enhance dashboards, visualizations, queries, and reports to serve operational and analytical data needs
- Create data analytic models to show programmatic impacts and outcomes
- Report out on organization-wide metrics on quarterly basis
- Critically evaluate data gathered from multiple sources, reconcile conflicts, and decompose high-level information into details
- Promote a data-driven environment across the organization
- Lead training of new users and grow the Salesforce skill set across the organization. Develop training materials as needed.

Required Qualifications:

- Undergraduate Degree required or equivalent work experience
- Minimum of 2-3 years' experience working with Salesforce system
- Salesforce Administrator Certified preferred
- Ability to perform administrator functions such as user management, profiles, roles, permissions, rules, reports, dashboarding, queues, installing apps, and licenses
- Experience with Salesforce Cloud, Sales Cloud, Formsite and/or Form Assembly
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Experience with add-on applications especially Rollup Helper
- Advanced Excel skills with understanding of Xappex a plus
- Creative and analytical thinker with strong problem-solving skills
- Strong project management skills
- Ability to triage requests and determine appropriate priority based on key factors