Junior Salesforce Administrator

About Breakthrough Collaborative

Breakthrough Collaborative is a national leader in educational equity. The Breakthrough model provides college preparation support for students from under-resourced communities – starting in the critical middle school years – and prepares the next generation of diverse leaders with training to advance in the field of education.

With over 40 years of experience and a network of over 40,000 alumni, Breakthrough operates in 24 communities across the country and serves 10,000 students and 1,200 Teaching Fellows annually. To learn more about Breakthrough and our first-ever virtual Summer in response to COVID-19, please visit our website.

Educational equity is central to Breakthrough's mission, and equity is one of our organization's core values. We are committed to intentionally creating diverse communities and work to ensure that all identities – particularly Black, Indigenous, People of Color, and those that have been historically marginalized – are represented and supported. As a collective of community-based organizations, we strive to see the identities of the communities we serve reflected across all levels of the organization.

The Opportunity

Breakthrough is seeking a Junior Salesforce Administrator who is passionate about leveraging and championing the use of Salesforce in service of Breakthrough's mission and eager to join a talented team at a national nonprofit. The Junior Salesforce Administrator will support business systems for both our National and affiliate teams. They will serve as a technical expert on Salesforce projects with direct involvement in the design and implementation of Salesforce solutions leveraging industry best practices to develop, codify, document, and evolve processes for all aspects of support, account management, training, and process documentation.

This role requires understanding of the technical, business, and programmatic functions of Breakthrough's National Salesforce instance and Breakthrough's managed package on the AppExchange, the Breakthrough Starter Pack (BTSP). BTSP is part of an exciting and intentional Collaborative-wide initiative to help Breakthrough affiliates achieve greater sustainability, scale, efficiency, and impact through transformational thinking and operational and strategic change. The Junior Administrator will support alignment and data integrity between both systems, expanding Lighting setup, and managing the continued expansion into a new Community of 12,000+ users.

This a full-time, remote position that reports to the Chief People & Program Officer. As a member of the Salesforce Team, this professional will work with a diverse group of users across the Collaborative.

Responsibilities

Junior Administrator Role

- Serve as the system administrator for Breakthrough's National Salesforce instance, including 20 National staff users across all departments, and provide general support for our affiliate network of 100+ users
- Deeply understand the work of Breakthrough National and Breakthrough's programmatic life cycle
- Update and manage system security, including sharing rules, permission sets, and record access
- Work collaboratively to document requirements, design logical solutions, configure, develop, test, and deploy
- Integrate feature requests and bug fixes
- Hands-on configuration of new and existing Salesforce features in the National instance and BTSP managed package including user management, roles/profiles, permission sets, custom objects, new page layouts, custom fields, formula fields, validations, workflow rules, email templates, process building, flows, Lightning pages, custom metadata types, and custom settings
- Effectively communicate and resolve technical challenges and support issues across the organization

Documentation & Knowledge Management

- Foster a culture of documentation by growing and maintaining consistent administrator and technical documentation
- Maintain an in-depth, on-going knowledge and documentation of products, solutions, and offerings
- Review processes to minimize duplication and create, maintain, and enforce data integrity standards in collaboration with department heads
- Collect and track user feedback, engagement, and adoption trends for product improvements
- Develop appropriate test scenarios and scripts

Collaboration, Leadership & Learning

- Grow and nurture relationships with internal and external stakeholders at all levels of the organization
- Lead and participate in planning meetings and provide direction on the development of Salesforce products
- Identify training needs and develop and deliver related trainings to grow expertise in our user community
- Conduct industry and community research to identify new functionality
- Engage in learning and community experiences and present at Breakthrough meetings, trainings, and conferences (virtually and in-person. *Note, business travel is slowly resuming post-COVID.*)

Qualifications

Members of our team bring relevant experience, knowledge, and skills, as well as a commitment to our shared values and norms. While no one individual will possess all of the desired qualifications, we are looking for a candidate who possesses the appropriate and necessary blend of the following:

Educational & Work Experience
- Bachelor's degree preferred
- Salesforce Certified Administrator Certification required
- Minimum of 1-2 years of Salesforce related experience including:
  - Working in NPSP, Communities, and/or FormAssembly strongly desired
  - Proven track record working in a customer-facing role and providing technical support
  - Project management
- Experience working as a member of a remote and geographically dispersed team

Skills
- Strong interpersonal and relationship-building skills with the ability to work daily with key stakeholders across all levels of the organization
- Experience serving a diversity of teams - program, development, finance/ops, executive, etc.
- Understanding of Salesforce best practices and functionality; data model/architecture, security model, configuration options
- Ability to build custom apps and objects, workflows, validation rules, roles, profiles, permission sets, security settings custom views, etc.
- Willingness to learn quickly
- Strong analytical and problem-solving skills
- Proficiency with project management platforms (Asana, Jira, etc.)
- Ability to travel locally and nationally several times each year *(business travel is slowly resuming, pending public health considerations)*

Values
- Deep commitment to educational equity and Breakthrough's mission
- Strong customer-service orientation
- Commitment to building community and growing relationships virtually as a member of a remote team

Our Team

The Junior Salesforce Administrator is a member of Breakthrough's National (headquarters) team of approximately 20 people. The National Office supports the work of Breakthrough's affiliates and works in service of our mission. The National Office provides leadership, resources, and support in the core areas of program development, standards, evaluation, affiliate capacity building, professional development, brand management, and fundraising.

The National Office is located in the Bay Area, California. Our team has been largely remote for several years, and staff are located throughout the continental U.S. Our team convenes in-person several times per year. *(Note, business travel is slowly resuming, pending public health considerations.)*

Compensation & Benefits

The salary range for this position is commensurate with experience and expertise. We offer competitive health benefits, a 401k retirement contribution, and a generous paid-time-off policy. Most importantly, we offer the

opportunity to work with and learn from an amazing group of mission-driven professionals!

To Apply

Please submit a thoughtful cover letter and resume that outlines how your skills and experiences meet the qualifications of the position through this URL: https://breakthrough.tfaforms.net/306515.

Applications will be reviewed on a rolling basis, with preference given to candidates submitting applications by **Friday, July 30, 2021.** The hiring process typically takes four to six weeks. We hope to begin the onboarding process for our new colleague in September.