

CAREER OPPORTUNITY

Title: Salesforce Database Administrator

FLSA: Exempt (Full-time; 40 hours per week)

Location: Breakthrough Men's Center 402 N. St. Louis Ave. Chicago, IL 60624

We Are Breakthrough:

Located in East Garfield Park, Breakthrough fosters the development of the community by building healthy networks, growing the skills of the men, women and children, and promoting the transfer of wisdom to our younger generation.

Position Summary:

The Salesforce Database Administrator's responsibilities includes but is not limited to:

- Develop and implement database use policies and procedures, including those for database architecture, security, standards, purchasing, and service provision.
- Analyze and make recommendations for the improvement and growth of donor management and client information systems. Research and recommend innovative and automated approaches, identifying those that leverage our resources and provide economies of scale
- Keep current with the latest technology trends by attending webinars, user group meetings, and connecting with other administrators.
- Serve as System Administrator for Breakthrough's Salesforce database.
- Serve as project lead for Exponent Case Management application for Salesforce.
- Design, configure and implement additional features and services as required to insure maximum effectiveness and utilization.
- Manage user accounts, roles, security, profiles, and licenses.
- Create and maintain record types, sales processes, and object relationships
- Create and customize standard and custom objects including fields (also formula fields), page layouts, workflow and validation rules
- Install and maintain third party applications as needed to meet business goals.
- Monitor and maintain donation payment processing system and secure website integration.
- Develop and maintain documentation, standard operating procedures, process workflows, and training materials for users.
- Provide end-user support and tailored training sessions for Salesforce, covering topics for both fund development and programmatic users.
- Proactively monitor and report on data integrity and adherence to standards of data entry and system usage. Regularly perform database de-duping and cleanup procedures.
- Provide prompt and complete resolution to technical challenges and system issues.
- Serve as agency administrator for Chicago's Homeless Information Management System (ServicePoint).

- Meet with stakeholders to define reporting requirements and goals.
- Create prototype reports, diagrams, and charts for production of accurate reports and train staff in how to use these tools.
- Prepare and deliver reports as needed, using Salesforce reports and dashboards, Excel, and other tools as needed.
- Provide recommendations for improving processes in database use and reporting systems across the organization.
- Performs other duties as assigned.

Educational/Experience Requirements:

College degree in computer science or information technology, 2-4 years' experience in application administration. Minimum of 2-4 years' prior experience as a Salesforce Administrator. Experience working with Salesforce Non-Profit Success Pack, SAP Crystal Reports, and SAP Web Intelligence preferred. Administrator certification in Salesforce a plus.

Compensation/Benefits:

In exchange for the above, we offer competitive wages and a comprehensive benefit package including: paid time off, group health benefits, free fitness center membership, employee discounts and more.

To Apply:

Send/email/fax cover letter and resume to: Breakthrough Urban Ministries

Attn: H.R.

402 N. St. Louis Avenue Chicago, IL 60624

E: jsmith@breakthrough.org

Fax: (773) 722-1434

We regret that we cannot take phone calls regarding this position. Breakthrough is an Equal Opportunity Employer.

All qualified candidates will receive consideration without regard to race, color, sex, national origin, age, disability, marital status, veteran status, political affiliation, sexual orientation, or any other non-merit factors. If a reasonable accommodation is needed for any part of the application and hiring process, please contact us via the telephone number listed above. The decision on granting reasonable accommodation will be on a case-by-case basis.