Job Posting – Senior Salesforce Administrator

Affiliates Risk Management Services (ARMS) is a New York-based nonprofit organization that assembles and administers a comprehensive insurance program of coverages for reproductive health centers around the United States. Key to ARMS's mission is providing risk-mitigation programs, internet-based education and training, and risk and quality management services to help clients enhance patient safety, improve health outcomes, and minimize the risk of loss.

The Senior Salesforce Administrator is a member of the ARMS Data Strategy Analytics team and works to ensure that we are maximizing efficiency and capitalizing on the full features, benefits, and data of the Salesforce CRM system based on the organization's needs. The Senior Salesforce Administrator serves as the "go to" Salesforce resource for end users; the analyst promotes adoption, keeps current on new releases and AppExchange solutions, leads system update/enhancement projects, serves as the primary contact to our external Salesforce managed services partners, provides internal training, and maintains the data integrity of the system.

ARMS seeks to hire a full-time **Senior Salesforce Administrator** to join its NYC-based team. The position is currently hybrid, with two days in the office and three days working from home. The position reports to the Director of Data Strategy and Analytics.

Duties and Responsibilities

Maintain Platform
1. Proactively seek out and identify needed system changes.
2. Proactively gather feedback from users.
3. Gather requirements from users.
4. Manage all processes that impact or relate to Salesforce.com; manage system changes without interruption to the user.
5. Conduct/lead testing of enhancements to Salesforce.
6. Create and maintain fields, views, reports, dashboards, campaigns, surveys, and other salesforce.com objects and functions.
7. Provide support functions to users as needed.
8. Manage ARMS's external vendors providing Salesforce managed services; delegate tasks, manage budget, provide feedback via rigorous testing, and lead weekly check-ins.
9. Monitor application storage usage and archive data as needed.
10. Ensure data is backed up on a regular basis and can be restored if/when necessary.
11. Document all major decisions regarding the platform and maintain documentation and training materials as changes occur.
12. Manage the license renewal process with Salesforce & app exchange products annually as needed.

Security & Maintenance
1. Maintain security: manage security settings, access settings, sharing rules, and security levels.
2. Maintain user roles, profiles and hierarchies.
3. Maintain users: add, inactivate, delete users as necessary.
4. Maintain licenses: grant/remove and maintain user licenses.

Monitor and Improve Data Quality
1. Manage departmental Salesforce data managers to complete periodic data reviews and updates.
2. Develop and implement a system to regularly validate data used/presented in Tableau dashboards and reports.
3. Monitor and manage exception logs for back-end system integrations.

User Assistance, Training, Adoption and Satisfaction
1. Create and administer training (via videos, documentation, and group training) to existing or new users/groups.
2. Provide one-on-one training to users on an on-going basis.
3. Communicate regularly with user base regarding new features, enhancements and changes to the system.
4. Continually seek ways to further enhance the user experience.
5. Be the ARMS's SME on Salesforce.com.
6. Provide support to other ARMS departments/teams to manage their helpdesks, surveys, and key functions in Salesforce and to find ways to automate those tasks to the extent possible.

Requirements:

- Bachelor's Degree preferred.
- 5+ years of experience as a Salesforce administrator.
- Salesforce Admin (ADM201 and ADM211) certified.
- Demonstrated experience in developing custom objects, workflows, validation rules, and triggers in SFDC.
- Ability to identify areas for process improvement and recommend/implement solutions.
- Proven creativity and problem-solving skills; ability to work around obstacles and solve problems with minimal direction.
- Strong understanding of data structures and data modelling.
- Strong understanding of Salesforce best practices and functionality.
- Strong understanding of data governance best practices.
- Strong organizational/time management skills; ability to prioritize work and meet deadlines in a fast-paced environment.
- Exceptional verbal and written communication skills.
- Ability to develop effective relationships with business users, technical staff and executive management.
- Experience with Tableau, SF1 mobile configuration, Apex programming, Visualforce pages, and Data Loader preferred.

Salary Range: $90,000 to $100,000

Benefits:

ARMS offers a full range of employee and family-friendly benefits including medical, dental, vision, short term- and long term-disability insurance, life insurance, 401K program with employer contribution plus employer match, paid parental leave, and generous paid time off including vacation, sick, holidays, and personal days.

Application:

To apply for this position, please submit your resume and cover letter explaining your interest in this role to jobs@armsinc.org.

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Affiliates Risk Management Services, Inc. is committed to creating a dynamic work environment that values diversity, equity, and inclusion; respect and integrity; customer focus; and innovation.