

SalesForce Database Manager

The SalesForce Database Manager position works with Director of Operations to ensure that we are maximizing efficiency and capitalizing on the full features and benefits of SalesForce based on organization and user needs. The position will be responsible for managing our training registrations through Soapbox (a SalesForce App) and our certification systems. The Administrator will serve as the "go to" for navigating other systems in use such as our webinar platform and other grant management systems that may be associated with contracts. The position requires excellent technical and communication skills in order to understand business needs and to administer the system accordingly. Additionally, the Administrator will provide Mac network, printing and software issues as needed.

Responsibilities

SalesForce Management

- Administer and oversee the daily operation of Alteristic's constituent database (SalesForce), which tracks clients, partners, and donors. Serve as the Salesforce Subject Matter Expert.
- Develop standards and policies for data entry, and ensure that staff follow proper documentation and standards.
- Create and produce reports from the database, as needed, and assist other staff in the production of reports.
- Ensure the accuracy of data in the database, including reconciling the database with organizational financial systems.
- Manage the web integration with SalesForce.
- Research and maintain knowledge of relevant third-party tools already in use. Research other apps to be used in conjunction with Salesforce to meet organization needs.
- Maintain a high level of technical proficiency in Salesforce configuration.
- Organize and schedule upgrades and maintenance; maintain appropriate records of repairs and fixes and maintenance schedule.
- Provide training and technical support for employees and handle all Salesforce related Support inquiries from employees.
- Continually recognize the need for flexibility and an understanding that objectives are subject to change.



7955 Cameron Brown Court
Springfield, Virginia 22153
alteristic.org
571.319.0354

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Training Registration and Certification Management

- Manage the training registration management system (Soapbox). Serve as day-to-day contact for Soapbox.
- Serve as project lead with internal staff to manage and improve registration technology and process for Alteristic trainings.
- Collaborate with leadership and program teams to make sure accurate and efficient registration process.
- Report weekly (or as needed) registration statistics for trainings.
- Manage the certification process to all training attendants after trainings.
- Proactively responds to and resolves registration issues/questions that arise.
- Ability to work in multiple registration systems if the need arises.

General IT

- Ability to navigate and work within all software and systems related to internal operations, government contracts, etc.
- Provide Mac hardware and software support including network, printer and administration and troubleshooting as needed.
- Provide general software management (e.g. Microsoft Office, Adobe, Box etc.) and manage software updates.
- Administration and troubleshooting wifi as needed.

Qualifications

- Bachelor's degree, preferably in Computer Science or MIS or equivalent, with at least three years of experience
- Salesforce Administrator Certification(s) strongly preferred
- Experience with registration and certification systems strongly preferred
- Data Integration experience a plus
- Familiar with Mac networks, mac laptops, desktops and printers, and office suite

How To Apply:

Interested candidates should submit a resume and a letter of interest to:

applicants@alteristic.org.



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Please put "Database Manager " in email subject line. Apply as soon as possible as resumes are evaluated and interviews scheduled as applications are received.

Alteristic values and respects the diverse viewpoints and experiences and individual differences of all people. Alteristic is an equal opportunity employer and encourages all interested job seekers to apply.

ABOUT ALTERISTIC:

Alteristic is a non-profit organization that tackles societal issues at local, national, and global levels. Alteristic provides comprehensive prevention education, consultation, and training that addresses sexual assault, dating and domestic violence, stalking, harassment, suicide and other issues. Committed to optimizing and activating inherent human good, Alteristic equips and mobilizes communities to create social norms that ensure safety, respect, and the opportunity to thrive for all people. Rigorously evaluated and shown to move the needle, Alteristic was founded on the principles of the widely disseminated Green Dot violence prevention strategy. Alteristic works with domestic and international communities, educational institutions, government entities, and corporations to amplify the actions of individuals toward transformational social change.



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