Agency Overview:

thread is a non-profit agency and the statewide Child Care Resource and Referral (CCR&R) Network whose mission is to advance the quality of early education and child development by empowering parents, educating child care professionals and collaborating with our communities. Since 1986 **thread** has been supporting families with child care referral services and parent education about child development, and also supporting early educators through training and consultation.

Specific Responsibilities:

The Salesforce Administrator is responsible for overall management and maintenance of **thread's** Salesforce environment (Salesforce Lightning Platform, Non-Profit Success Pack (NPSP), Experience Cloud, Pardot, Chatter, and Quip). This multifaceted role provides in-house Salesforce expertise, and day-to-day system administration to ensure **thread** maximizes the Salesforce CRM benefits. This position supports **thread's** system users statewide. This includes:

1. Work collaboratively and provide direct support to **thread's** third-party developer in the final phases of **thread's** Salesforce deployment, anticipated completion date first quarter 2023.
2. Serve as primary system administrator for **thread's** Salesforce database, which includes but not limited to:
   a. Day-to-day configuration, support, maintenance, and enhancements
   b. Managing user roles, profiles, permissions, etc.
   c. Creating and maintaining page layouts, custom fields, data flow and validation, automation, etc.
   d. Managing and maintaining third-party integrations including Forms Assembly, Pardot, etc.
   e. Maintaining Salesforce releases, security settings, internal system audits, backups, etc.
3. Manage system data integrity, data imports, data de-duping, and clean up for data accuracy and reliability.
4. Establish, update, and maintain **thread's** Salesforce system documentation, including policies and procedures, and best practices.
5. Support **thread's** user adoption and system mastery by providing training, creating end-user documentation, and evaluating results/needs.
6. Assist users on building Salesforce reports and dashboards to support business monitoring and analysis, and executive management review.
7. Manage internal case system to respond to help requests and diagnose and resolve issues in a timely manner.
8. Utilize analytical skills to respond to requested changes/additions and identify customizations appropriately; lead development and implementation of such changes/additions, identifying production risks and ensuring alignment across departments.
9. Manage, understand, and communicate all changes and potential implications related to Salesforce releases, system usage, and business process improvements to executive management.
10. Participate on **thread's** Technology Steering Committee. Be able to provide strategic recommendations on system applications to ensure thread is leveraging the system technology effectively.
11. Stay current with the Salesforce ecosystem, leveraging Salesforce user/developer communities to ensure best practices for support and development.
12. Perform other duties as assigned.

Qualifications:

1. Bachelors degree in Computer Information Systems, Information Technology, or similar or related degree.
2. 1+ years of experience as a solo or lead Salesforce administration serving at least 15 users
3. Salesforce System Administrator, Platform App Builder, and at least one other relevant current Salesforce certification
4. Experience working with or for nonprofit organizations strongly preferred
5. Experience/familiarity with Pardot, Quip, Forms Assembly.
6. Experience translating business requirements into technically implementable requirements

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7. Demonstrated project management skills, able to meet multiple deadlines and complete projects on time and budget.
8. Exceptional communication skills, both written and verbal.
9. Must be a team player who is able to work collaboratively with others at all levels.
10. Strong analytical abilities and problem-solving skills.
11. Prior experience training users on Salesforce
12. Experience with the development and documentation of policies and procedures.
13. Current driver's license required.
14. Must pass background check and provide references and valid identification.

Key Competencies:

1. Passion and commitment to thread's mission and the importance of early childhood education.
2. Flexibility and adaptability as organizational needs change.
3. Strong interpersonal, customer service, and leadership skills required.
4. Comfortable in a fast-paced, dynamic environment with the ability to meet multiple deadlines.
5. Ability to work and communicate effectively with a diverse group of staff, clients, and partners in a variety of settings to achieve goals.
6. Ability to use database systems and general office programs with comfort and ease including Microsoft Word, Excel, Access, Zoom, PowerPoint, Salesforce, shared project management tools, and Outlook.
7. Ability to work a varied schedule as needed to meet performance measures.

Schedule and Compensation:

Position Hours: Monday-Friday, 9am-5pm, other hours as needed

Location: 3350 Commercial Dr., Ste 203 Anchorage, AK 99501

Position Type: Full-Time, 40 hours/week

Classification: Exempt

Supervisor: Chief Development and Marketing Officer

Supervises: None.

Compensation: $65,000-$72,000 annually

Full Time Benefits: 20 days of PTO (starting), 13 paid holidays, 403b match, High-Deductible Health Plan with HSA option (employer contributes to HSA), Dental, Vision and Life. All premiums covered 100% for employee's health, dental, vision and life. Free thread services.

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