



## Senior Salesforce and Database Administrator

### ABOUT THE ORGANIZATION

Carolina Small Business Development Fund (CSBDF) works to promote community and economic development throughout North Carolina and the surrounding regions. Our work is inspired and driven by those we serve: aspiring and existing small business owners. By helping entrepreneurs reach their business ownership dreams, we seek to grow and support an engine of local economic growth. CSBDF's model of operations has three prongs: affordable financing, comprehensive technical assistance, and evidence-based policy research. With multiple offices located throughout the state in both urban and rural areas, we offer an accessible pathway for small business success.

### ABOUT THE POSITION

As a nonprofit 501(c)3 financial organization, CSBDF deals with large amounts data related to our lending operations, grant programs, and policy research. We're looking for a mid-career Salesforce administrator who is passionate about data systems to help us set up our Salesforce environment and connect it to existing software systems. This position will report jointly to CSBDF's Human Resources Director. However, the position will work closely with all members of the senior management team. The incumbent will oversee CSBDF's database systems, and where needed, update business processes to help migrate them to a Salesforce environment. This includes designing Salesforce objects to meet business needs, managing and updating a Salesforce role hierarchy to protect system integrity, creating and updating complex validation rules to ensure data accuracy, and helping to automate data reporting.

### EXPERIENCE AND EDUCATION

- Bachelor's degree in business, information technology, or a related field.
- Salesforce Administrator Certification is required.
- At least 2 years of experience in acting as a Salesforce administrator, including:
  - Managing users/access permissions/role hierarchies.
  - Creating and managing complex validation rules.
  - Building custom objects to meet business process needs.
  - Managing and integrating third party software, including Qualtrics.
  - Utilize tools such as Apex Data Loader and dataloader.io to import data.
  - Establishing a change control system to track Salesforce work requests.
  - Maintaining and managing Salesforce plug-ins in supplemental packages.

## KNOWLEDGE, SKILLS AND ABILITIES

### REQUIRED

- Comfortable in a fast-paced environment and ability to adapt to changing needs.
- Must be passionate & enthusiastic about client service, well organized, and proactive.
- Able to communicate how Salesforce can be used to improve organizational performance in a way that is easy for non-technical staff to understand.
- Ability to train, including creating an onboarding process for non-technical staff and create technical documentation for staff use.
- Perform any production support and work closely with users to resolve issues.
- Remain current on Salesforce best practices and technologies.
- Comfortable interacting with people of different social, economic, and ethnic backgrounds.

### MANAGEMENT PREFERENCE

- Experience working with financial institutions or development organizations.
- Commitment to continuous learning through Trailhead Ranger program.
- Familiarity with creating and maintaining integrations between Salesforce and other database systems.

## COMPENSATION

Carolina Small Business Development Fund offers a competitive compensation structure commensurate with experience.

## HOW TO APPLY

Please send your resume and cover letter to: [hr@carolinasmallbusiness.org](mailto:hr@carolinasmallbusiness.org).