



**Phinney Neighborhood Association
Salesforce Administrator, 15 hrs/wk (.38 FTE)
July 30, 2018**

About the Phinney Neighborhood Association

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school age program at Whittier Elementary, a hot meal program, programs for seniors, including the Greenwood Senior Center, PNA Village, a computer lab, an art gallery, a tool lending library, a community education program, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. PNA serves over 25,000 people each year, has 85 staff, 1,700 volunteers, and an annual budget of \$3 million.

Position Overview

The PNA is seeking a knowledgeable, experienced Salesforce Administrator. The PNA Salesforce database is a comprehensive system used to track member, donor and volunteer activity, schedule facilities rentals, generate key reports, and track program metrics. The Salesforce Administrator works within the PNA's Development Team and is responsible for owning and executing the day-to-day configuration, reporting, training, support, maintenance and overall improvement of PNA's Salesforce CRM Platform. They work closely with internal and external partners and participate in all phases of any new implementations including planning, design, configuration, development and coding of custom objects, fields and integration points. The PNA is currently exploring consultants who can help migrate PNA from the Enterprise to NPSP edition; the administrator will play a key role in this project. The Salesforce Administrator reports to the Development Director.

The ideal candidate has a customer service orientation and enjoys working within teams, supporting overall department and organizational objectives while championing technological solutions and evolution. An ability to see how all parts fit together is a must, as well as a willingness to embrace other third party software solutions where most effective and efficient.

Essential Responsibilities

- Perform administrator functions such as user management, profiles, roles, permissions, assignment rules, queues, licenses, capacity and storage management.
- Manage dashboards, reports, forms, templates, page layouts, workflows and approvals, create and maintain custom objects, object relationships, standard, and custom fields.
- Work with and train end users to provide best practices and tips on Salesforce usage.
- Customize reporting for various teams, provide reports, and report training.
- Create and implement regularly scheduled data analysis, verification, and reconciliation.

- Manage and maintain third party apps such as Conga Composer and Soapbox and make recommendations on tools that will provide better user experiences and efficiencies.
- Stay current with Salesforce releases and corresponding documentation and provide new functionalities and solutions as needed.
- Form and facilitate a Salesforce User Group for PNA staff to promote best practices.

Qualifications

- A minimum of two years of experience and proven success working with Salesforce in a nonprofit setting.
- Proven track record for bridging the gap between CRM systems and the users that interact with them.
- Passion for the community building mission of the PNA.
- Personal commitment to creating a culture of diversity and inclusion.
- Internal customer service experience as technology administrator or help desk a plus.
- Experience moving projects forward rather than just responding to crises.
- Excellent decision making and critical thinking skills.
- Ability to work in a very active and open office environment.
- Computer proficiency with extensive experience using Salesforce, the Microsoft Office Suite and other software as required.

Compensation

This is a 15 hour per week (.38 FTE) flexible position paying \$23-\$24/hour DOE.

Benefits include: 401(k) plan with employer match; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year’s Day off; 8 paid holidays (total paid time off first year: 5.5 weeks); self-paid Aflac products; and a free PNA household membership with reduced costs for classes and room rentals. We offer a convivial, positive, and flexible working environment. The PNA is an Equal Opportunity Employer working towards a culturally-diverse work place. Applicants representing the diversity of our community are encouraged to apply.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications, and a resume to hr@phinneycenter.org. Preference given to candidates who apply by August 20th at 5 pm.

Questions can be directed to Megan Wildenradt, Development Director at meganw@phinneycenter.org