



Phinney Neighborhood Association
Salesforce Administrator Job Announcement, 15 hours a week
January 2023

Phinney Neighborhood Association Mission

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.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

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 Marketing and Communications team, but collaborates with all departments in the organization. They are 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 Salesforce Administrator reports to the Marketing and Communications 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 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.
- Ability to pass national criminal background check

Compensation

This is a 15 hour per week Monday through Friday position paying \$23-26/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; paid holidays; 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.

About the Phinney Neighborhood Association

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 four different sites in Phinney, Greenwood, and Ballard. Current programs include two preschool cooperatives, a licensed preschool and school-age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, a tool lending library, 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, weekly folk music concerts, and other community events. The PNA serves over 23,000 people each year, has 70 staff, 1,100 volunteers, and an annual budget of \$3.6 million. The PNA is an Equal Opportunity Employer working towards a culturally diverse workplace. 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 apply@phinneycenter.org. Preference will be given to candidates who apply by February 20 at 5 pm.