



FUTURES AND OPTIONS

The Future is in Your Hands

Job Description **Salesforce Administrator**

Organization Overview

Since 1995, Futures and Options has empowered New York City's underserved youth to explore careers through career development and paid, mentored internships. We reach out to teens at a formative time in their lives, guiding them to further their education and become contributing citizens. Our model program enables middle and high school students to gain much needed access to the economic mainstream, work-readiness training, and support from caring adults. At the same time, businesses are connected to a pipeline of promising, motivated, and diverse young people. Together with our partners, we are building the workforce of tomorrow. Our career development programs make it possible for determined, motivated teens to acquire the applied skills to successfully contribute to a global 21st-century economy. Since our inception, Futures and Options has served more than 8,000 New York City teens and coordinated internships at more than 500 businesses in New York City, with more than 95% of our flagship program participants graduating from high school on time *and* pursuing higher education.

Job Description:

Futures and Options is seeking a part-time Salesforce Administrator to join our expanding team. The Salesforce Administrator will be responsible for managing the day-to-day operations of the Salesforce system to meet the organization's requirements, as well as working closely with our user community to improve and enhance the Salesforce platform with responsibility for increasing user engagement, user training, and systems enhancements. The Salesforce Administrator will be able to maintain Salesforce services and ensure tasks run smoothly for our development, finance, business engagement, and program teams.

Key Responsibilities:

- Serve as primary system administrator for the Salesforce environment with 20+ users
- Handle all basic administrative functions including user account maintenance, reports, dashboards, workflows, validation rules, data migration, and other routine tasks
- Coordinate the evaluation, scope, and completion of new development requests from Futures and Options team to support organizational needs
- Work with our staff to establish effective processes to support administrative, development, business engagement, program, and change management activities
- Develop and lead training of new users, develop user manuals, and grow the Salesforce skill set across the organization
- Maintain key system metrics to track trends in usage and adoption

- Oversee data quality, migration, and maintenance including: importing data as appropriate, managing duplicate records, monitoring data quality, and generating reports to identify missing data
- Provide strategic advisement of best practices, training programs, and the use of CRM applications to end users

Qualifications:

- Bachelor's degree in business or information systems preferred
- Minimum two years of experience as a Salesforce administrator; Salesforce Admin certified, experience with Salesforce Lightning required
- Proven ability to assess organizational needs in order to gather requirements, inform design, implement new processes and facilitate user adoption
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, integrate 3rd party applications, and other content
- Strong understanding of Salesforce best practices and functionality
- Documented history of successfully driving projects to completion
- Experience as a system administrator for a nonprofit with more than 10 users that is using Salesforce for both program and development management
- Excellent verbal and written communication skills required
- Excellent interpersonal skills with a demonstrated ability to work in a cross functional team environment required
- Ability to read and understand CSS code preferred

Salary & Benefits:

The Salesforce Administrator is expected to work 20-25 hours per week. Hourly wage commensurate with experience, with benefits accrued at a prorated rate.

Please email resume and cover letter to cleblanc@futuresandoptions.org with Salesforce Administrator as the subject line.

No phone calls. Only those candidates selected for an interview will be contacted. Futures and Options is an Equal Opportunity Employer.