



JOB POSTING:
**SALESFORCE
ADMINISTRATOR**
FULL-TIME, PERMANENT

Date Posted: May 2022

LOCATION

Ottawa, Ontario

[APPLY NOW](#)

Hamilton, Ontario or remote will be considered for the right candidate.

REPORTS TO

Director of Data and Evaluation

WHO WE ARE LOOKING FOR

The Database Administrator will be responsible for maintaining and improving our custom Salesforce database. Finding creative ways to meet internal needs, balancing competing priorities, and learning new skills should be second-nature to you. You can notice a workflow problem before it happens, find a Salesforce solution, and implement it quickly. You evaluate all potential options and whenever possible, your solutions use clicks, not code. And you do all of this with the end user in mind – making data easier to access, understand, and analyze for users with every level of Salesforce proficiency.

As part of the data management team, you will have the rare ability (and privilege!) to see potential system and process changes, and work to make improvements within a small, entrepreneurial environment that is mission-driven, results-driven, and community-oriented.



RESPONSIBILITIES – POSITION EMPHASES

- Perform systematic audits of end user experience
- Gather requirements from various types of users in every department
- Evaluate options and make recommendations for improved Salesforce use
- Implement creative solutions to user permissions, data management, and workflow issues
- Create resources for training, documentation, and more intuitive user experiences
- Adapt to changing needs, balance competing priorities, and eagerly learn new skills when necessary
- Maintain knowledge of upcoming Salesforce updates and new capacities
- Improve database organization and use through cross-object data management to combine distinct data sources within Salesforce (ex. custom objects, formula fields, custom apps, layouts, flows etc.)
- Evaluate and integrate potential third-party app integrations to break down data siloes

CORE COMPETENCIES AND QUALIFICATIONS

- Commitment to the mission and vision of Cardus. We are looking for detail in your cover letter, or your application will not be considered.
- Strong technical skills in data management.
- Strong organizational skills. We want to hear about your ability to perform and prioritize multiple tasks seamlessly with keen attention to detail.
- Excellent interpersonal skills and the ability to build relationships. You will be critical to thriving systems and initiatives, and especially to building data trust across the organization.
- Expert written and verbal communication skills.
- Proactive approaches to problem-solving with strong decision-making capability and logical thinking.
- Emotional maturity and an even temperament.
- Highly resourceful team player, who can also work independently.
- Demonstrated ability to handle confidential information with discretion.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree preferred
- 3-5 years of professional experience
- Experience administering and customizing in Salesforce CRM an asset
- Experience with Pardot, is an asset
- HTML knowledge and WordPress familiarity an asset
- Experience with Asana or other project management software is an asset

WHO WE ARE

Cardus is a non-partisan think tank dedicated to clarifying and strengthening the ways in which society's instructions can work together for the common good through research and dialogue. Drawing on 2000 years of Christian social thought, we offer imagination toward a thriving society.

Learn more at <https://www.cardus.ca/who-we-are/>

WORK HOURS, ENVIRONMENT, AND EMPLOYMENT DETAILS

- Preference will be given to a person willing to work in the Ottawa or Hamilton offices.
Remote and hybrid work negotiable. Some travel required, up to 10 days per year.
- Cardus will encourage and support a successful candidate in pursuing Salesforce certification.
- Cardus will provide desk space, a laptop computer, a desk phone, an additional monitor, and other technology needed to perform the role.
- The position requires the ability to sit at a desk using a computer for long periods of time.
- Salary range: \$45,000-\$60,000 CDN, commensurate with expertise and experience.
- Full-time, permanent (with probationary period)

HOW TO APPLY

Please prepare a cover letter that specifically describes the extent to which you meet each of the qualifications that we are seeking. Combine your cover letter and resume/CV into one file and apply directly by emailing to Haley Welch, hwelch@cardus.ca. We will review applications as they are received, and the position will be posted until filled. We look forward to hearing from you.

APPLY NOW