Westchester Reform Temple
Salesforce Database Administrator

WRT seeks an experienced Salesforce professional, with strong experience in the NPSP platform, to lead all aspects of Salesforce support, training and project planning for the temple. If you love Salesforce, and enjoy working in a friendly and collaborative environment – then this job may be perfect for you.

Using superior communication skills, you will support staff to help them get the most out of Salesforce and related tools, as well as identify opportunities for process improvements, training, and increasing efficiency. Coordinating closely with our Salesforce developers at Campus-Stack, you will identify needs, plan projects and oversee their successful implementation.

You must have a keen eye for detail, approach challenges with a solution orientation, think systemically about how to store and report on information, and be very pleasant to work with. This role requires foundational experience in Salesforce NPSP, and a genuine interest in teaching others how to make the most of the platform.

Key elements of your role include leading critical activities, including Membership renewal, High Holidays tickets, preschool and afterschool program enrollments, event registrations, integrations with accounting, and many different types of reports.

A significant amount of time is required around planning and staffing the fall High Holidays, including extended hours on the four (4) dates of Rosh Hashanah and Yom Kippur services.

This role may be full-time or part-time, depending on the array of skills you can offer the temple. The Salesforce element is not full-time by itself, and it may combined with other responsibilities (accounting, website, graphic design, marketing, or other) to create a full-time position.

Key Responsibilities:
Reporting to the Executive Director, you will coordinate closely with SF users, the accounting team and other senior staff members of the temple to lead:
- Individual 1:1 user support; and work with teammates to tackle more complex problems.
- System administration including account maintenance, reports and dashboards, workflows, development and management of experiences, and other routine tasks.
- Data quality through the design and implementation of a data cleaning plan.
- Optimization of data infrastructure to accelerate the processes of analysis and reporting.
- Custom reports and dashboards, for easy and relevant data accessibility for staff.
- User documentation of SF functionality, related workflows, and business processes.
- Prioritization and resolution of staff support requests as they come in, including but not limited to data uploads, report/dashboard creation, form creation, automation, user experience design, bug fixes, forgotten passwords, and process improvement.
- Training staff on SF – both onboarding and continuing education – to enhance skills, increase user adoption, and support successful data management.

- Oversight of third-party integrations with SF, including but not limited to Apsona.
- Liaising with SF consultant Campus-Stack, to put in help tickets, track resolution and discuss updates.
- All aspects of user and license management including new user setup, deactivation, roles, profiles, permissions, public groups, sharing rules.
- Support for the fundraising team to create reports, analytics campaigns and managing, updating and uploading lists.
- Other related projects, as assigned.

Core Competencies:
- A critical thinker able to digest, synthesize, and present complex information.
- An excellent communicator. You present ideas well and ask clarifying questions to make sure you understand and are understood. You are an active listener.
- A problem solver. You are energized when you see something that could be improved.
- A team player with collaborative instincts, tech skills and aptitude.
- A great teacher who enjoys helping users learn and develop their technical skills.
- A customer service mindset.

The ideal applicant for this position will demonstrate the following qualifications:
- Fluency in English, and being easily understood, is required.
- 3+ years' experience with administering Salesforce NPSP is required. (This means you have spent significant time in the Setup menu of Salesforce, ideally on a daily basis.)
- Salesforce Administrator and Nonprofit Cloud certifications preferred, but if you basically have those skills but just haven't taken the tests, we'd love to support your work towards certification.
- 1+ years' experience with Asponsa or another Salesforce-integrated forms tool.
- Positive attitude, someone who people enjoy working with.
- Extremely organized and expert at time management.
- Knowledge of Jewish culture or synagogue life helpful, but in no way required.

We are looking to hire now. Compensation for this position will depend on skills, credentials and experience, and whether it ends up being a part-time or full-time position. As such, the salary may range from $40,000 - $80,000 per year.

WRT believes strongly that all applicants should be considered fairly for employment opportunities at the temple. We are most interested in finding the best candidate for the job, and we recognize that our best candidate may be one who comes from a less traditional background. We would encourage you to apply, if you feel you are poised to excel at leading this important work with us. WRT abides by all applicable federal, state and local laws which prohibit discrimination on the basis of any protected characteristic as established by law.

To apply, email your **cover letter and resume** to: Jobs@wrtemple.org. Applications will be reviewed on a rolling basis and the search will remain open until a candidate is hired.