Salesforce Administrator

The Association of College and University Educators (ACUE) is dedicated to promoting student success and equity through evidence-based instructional practices. In collaboration with higher education institutions and organizations, ACUE delivers faculty development programs that enhance teaching methods and foster student achievement. Research demonstrates that ACUE-trained faculty engage students more effectively, resulting in improved learning outcomes and reduced equity gaps. ACUE delivers its programs through partnerships with universities and open enrollment courses endorsed by the American Council on Education.

Position Summary

Reporting to the Senior Director of Operations, the Salesforce Administrator will be responsible for managing, configuring, and developing the Salesforce platform to drive efficiency, productivity, and growth within our organization. You will collaborate closely with our cross-functional teams to understand business requirements, design, and maintain solutions, and implement customizations. This role requires a blend of Salesforce administration skills and expertise, particularly in Apex coding.

The Salesforce Administrator should be proficient with change management and governance, as well as communicating, prioritizing, and managing all aspects of a Salesforce project. The ideal candidate is comfortable liaising with stakeholders at all levels, with the ability to translate technical information to a non-technical audience, clearly explaining design options and their potential impact.

Key Responsibilities:
Salesforce Administration:

- Configure and maintain Salesforce CRM to meet the changing needs of the business.
- Customize and optimize the user interface, layouts, and record types.
- Create and manage user profiles, roles, and permission sets.
- Create and implement triggers, workflows, and process automation to streamline business processes.
- Handle data management, including data cleansing, imports, and exports.
- Develop and maintain custom reports and dashboards to provide insights into business performance.
- Understand new SFDC releases and their impact on our environment.

Apex Coding:

- Collaborate with stakeholders to translate business requirements into technical solutions.
- Design and maintain custom Salesforce applications and features using Apex.
- Perform code reviews and ensure best practices for development within Salesforce.

Integration and Data Management:

- Integrate Salesforce with other business systems and applications.
- Manage data migrations and maintain data quality and integrity.
- Troubleshoot and resolve integration issues.

User Support and Training:

- Provide ongoing support and training to Salesforce users.
- Address user inquiries and troubleshoot technical issues.
- Develop and maintain documentation for processes and customizations.

Security and Compliance:

- Ensure data security and compliance with industry regulations.
- Stay up to date with Salesforce security best practices and implement necessary controls.

Qualifications:

- Bachelor's degree in computer science, Information Technology, or related field (or equivalent work experience).
- Salesforce Administrator (ADM201 or equivalent).
- Proven experience as a Salesforce Administrator with Apex coding skills.
- Strong understanding of the Salesforce data model, security model, and declarative capabilities.
- Familiarity with Lightning Experience and Salesforce Lightning components.
- Experience with integrating Salesforce with external systems.
- Excellent problem-solving and communication skills.
- Ability to work effectively in a fast-paced, collaborative team environment.
- Prior experience working in an SMB or similar setting is a plus.
- Familiarity/experience with Pardot and/or NetSuite preferred.

Position Details:

A competitive compensation package will be provided commensurate with experience and responsibilities. This full-time position includes a salary, a group health plan, and an Educational and Adoption Assistance Program.
Location: This position is entirely remote.
Competitive Compensation Package:
We provide a competitive compensation package, including a base salary between $**90,000 and $110,000,** commensurate with experience and responsibilities.

Our benefits package includes:
- Competitive medical benefits and company-paid dental and vision benefits
- Tuition Reimbursement
- 21 days PTO
- 401K
- FSA, HSA, and Dependent Child FSA options
- Health Advocate Program
- Employee Assistance Program
- Adoption Assistance

About ACUE

ACUE is an equal-opportunity employer. We value a diverse workforce and an inclusive culture. We believe that having a staff with diverse personal and professional backgrounds and lived experiences enhances our ability to meet our mission and creates an environment where all members of our community can thrive. We strongly encourage applications from people of color, immigrants, women, first-generation college graduates, persons with disabilities, members of the LGBTQ community, people with lived experience of poverty and/or racism, and people from underrepresented and historically marginalized groups.

How to Apply

When applying for this role, please upload resumes/CVs and a cover letter expressing your specific interest in this position and your qualifications.
Applications must have a cover letter to be considered. Please click on the link below and follow the instructions to apply.