



CRM Systems Administrator

- **Are you excited about being a Salesforce expert for an organization converting into NPSP in order to enhance capacity to carry out bold missions and goals?**
- Do you want to apply your superb database expertise, collaborative customer service skills, deeply analytical brain and impeccable attention to detail to helping support one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — demonstrate its community impact?
- Is being Systems Administrator for Salesforce your favorite way to support infrastructure for high-impact organizations?
- Do you strongly believe that no one in Alameda County should go to bed hungry?

Got your attention? **Apply to become Alameda County Community Food Bank's first-ever CRM Systems Administrator!**

We are looking for an individual who can help us improve current systems, streamline processes, identify new areas of efficiency, and select and implement new technologies — all in service of providing nutritious food to those who need it most in our community. ACCFB is building a system that will allow the organization to have a 360-degree view of how our community engages with the Food Bank, including volunteers, donors, event attendees, food drive participants and more. This position will help bring this to fruition.

As a member of the IT Division, the CRM Systems Administrator is a key position on the well-established CRM Conversion team, reporting to the Director of IT. Experience as a Salesforce Administrator, ideally in NPSP, is crucial. Responsible for supporting a CRM conversion from Blackbaud CRM to Salesforce NPSP, they will be the Salesforce Systems Administrator for the live, multi-departmental system. Our first-ever CRM Systems Analyst will have excellent customer service skills in both internal and external partnerships, a positive attitude, is independent – and collaborative – and very flexible. Considering we are mid-conversion into Salesforce, this person is ready to jump in with their CRM system skills and software solution brain and get to work alongside our seasoned staff. Most importantly, the candidate is committed to the Food Bank's mission and doing great work to further a nourished, equitable and more just Alameda County.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for 35 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who serve 1 in 5 county residents and will provide enough food for 30 million meals this year. But that barely scratches the surface of all our work. We're changing lives ... we're forward thinkers who encourage innovation ... we're proud of our work ... and we're having fun doing it!

With our new strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at www.accfb.org.

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- 2+ years' experience as a Salesforce Administrator, ideally in NPSP.
- Salesforce Lightning experience required. Experience with NPSP, V4S, Pardot and FormAssembly preferred.
- Proficiency in Windows operating systems, Microsoft Office (Word, Excel, PowerPoint, etc.), and experience with constituent relationship management (CRM) systems (e.g., Salesforce, Blackbaud or similar).
- Solid analytic and problem-solving abilities.

- Business analyst skills, including the ability to gather and consolidate requirements from across multiple functional areas and recommend a path forward to meet the organization's needs.
- Ability to learn new technologies quickly.
- Strong technical troubleshooting, quality assurance and solution testing skills.
- Skilled at training and coaching others on technical systems.
- Ease in communicating with technical and non-technical users effectively, while translating requirements to the appropriate level of understanding.
- Strong organizational skills; ability to prioritize and handle multiple priorities simultaneously and to work calmly under pressure of goals and deadlines.
- Self-directed, performance-oriented individual who has demonstrated initiative and achievement of goals.
- Exceptional verbal and written communications skills, engaging interpersonal skills, high energy, personal initiative, and a sense of humor.
- Ability to develop and maintain collaborative and professional relationships.

Preferred Qualifications

- Salesforce Administrator Certification.
- 2+ years' experience with database conversions and data transformation preferred.
- Experience with database management for non-profit fundraising or program management preferred. Strong sense of fundraising ethics and respect for confidentiality of donor information and intent.
- Experience in a nonprofit environment with a variety of stakeholders and deeply rooted community values.
- Strong customer service acumen.
- Interest in hunger or food issues.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.
- Ability to empathize with our clients in a compassionate and respectful manner.
- Strong work ethic with an orientation towards constant innovation and process improvement
- Innovative self-starter and problem solver with a bias towards action

PHYSICAL REQUIREMENTS

This position is located in a shared office environment. Currently, this position works remotely. Physical activities necessary in the performance of this job include: sitting for prolonged periods, mobility to move throughout the food bank in performance of duties, event set-up and break down, ability to read and write in English, ability to use a computer to accomplish the duties of the position, including typing and seeing, ability to lift up to 35 pounds for loading and transporting needed items for offsite events.

BENEFITS AND COMPENSATION

This is a full-time, exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday; 1 hour unpaid lunch). The non-negotiable starting salary for this position is \$100,700 annually. We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield Platinum or Gold PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 15 vacation days, 12 sick days, 12 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.

- 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

If you meet these qualifications and want to join our mission, please *submit your resume and answer the application questions* on our careers page located at accfb.org/careers.

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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