BOMI
INTERNATIONAL

One Park Place
Suite 475
Annapolis, MD 21401
(410) 974-1410
Fax: (410) 974-1935
www.bomi.org

JOB DESCRIPTION

Position Title: Salesforce Administrator	**Status:** Exempt
Original Date: November 14, 2018	**Revised Date:**
Department: IT/Administration	**Reports To:** Associate Dir. of Administration

Basic Function and Scope of Responsibilities: Responsible for leading the ongoing development and configuration of our Salesforce deployment. Work closely with internal stakeholders; understand their needs; configure and customize the platform in order to meet new/changing business requirements. Ensure that we are maximizing efficiency and capitalizing on all the features and benefits of the system based on various departmental needs. Promote adoption, keep current on new releases and AppExchange solutions, and act as the primary contact and a subject matter expert on complex and/or critical system issues and processes for BOMI's Salesforce CRM environment.

Principal Responsibilities:
- Serve as primary system administrator for the Salesforce environment.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Ensure data integrity by merging duplicate Leads, Contacts, and Accounts; performing mass uploads and updates of data as required; Removing unnecessary fields and data; ensuring screens, fields and workflow have accurate names and reflect current workflow.
- Complete regular internal system audits and prepare for upgrades.
- Manage Salesforce data feeds and other integrations.
- Assist in training of new users and grow the Salesforce skill set across the organization.
- Work independently with members of the user community to define and document requirements.
- Coordinate the evaluation, scope and completion of new development requests.
- Effectively act as the liaison between users, vendors and the application development teams.
- Ensure we are maximizing efficiency and capitalizing on the full features and benefits of the system based on the various user group needs.
- Other duties as assigned.

Minimum Qualifications:
- Minimum 2-year degree from an accredited college or university.
- Salesforce Certified Administrator.
- Minimum two years of experience as a Salesforce.com administrator.
- Computer proficiency, ability to use Excel and Word.
- Ability to detail.

Training, Skills, Knowledge and/or Experience:
- Ability to communicate effectively in writing and verbally, using the English language, with or without the use of auxiliary aids or services.
- Ability to convey and receive specific information.
- Ability to work cooperatively with colleagues at all levels.
- Strong computer skills and familiarity with Microsoft Office Products.
- Ability to Multi-task.

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Physical Requirements:

May be exposed to short, intermittent and/or prolonged periods of sitting and/or standing in performance of job duties.

- May be required to accomplish job duties using various types of equipment/supplies, to include but not limited to pens, pencils, calculators, computer keyboards, telephone, fax machine, etc.

- May be required to transport self to off-site meetings.

The physical demands and work environment that have been described above are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act. The above job description is an overview of the functions and requirements of this position. This document is not intended to be an exhaustive list encompassing every duty and requirement of this position; your supervisor may assign other duties deemed as necessary.

Employee Signature_____

Date_____

Supervisor Signature _____

Date_____