MOCKINGBIRD ANALYTICS

Salesforce Administrator and CRM Consultant Job Description

About Us

Mockingbird Analytics is a startup Benefits Corporation that is looking for a qualified Salesforce administrator and CRM consultant to join our organization. We work with small non-profit and social good organizations to help them tell the story of their work through strategic management, evaluation, and outcomes and seek an experienced Salesforce administrator who can manage our clients' needs related to database and CRM administration.

The consultant should be prepared to work in a small start-up business and be ready to work towards fulfilling the specific needs of our clients. There is significant room for growth within our organization and the potential for partnership for the right person.

Consultant Job Description

The Salesforce administrator and CRM consultant will be responsible for managing the databases Mockingbird Analytics is certified on, other databases, and CRM software for our clients. The consultant will serve as the technical lead on maintaining and developing processes within the databases and CRM software. The consultant needs to be able to quickly understand Salesforce, new databases, and/or CRM software as required by our clients and to provide a recommendation for our clients considering their specific needs.

Responsibilities

- Provide training for new and existing Salesforce and CRM users, including new features and functionality
- Maintain technical documentation and develop user training and support materials
- Primary contact with clients and technology vendors for Salesforce and CRM issues and additional services as needed
- Ensure integrity of data integrations and manipulations in the databases administered by Mockingbird
- Analyze data and develop reports, dashboards, and processes to support businesses operations of Mockingbird and our clients

- Install, configure and maintain databases and CRM software, and customer/customized applications
- If needed jump into the initial platform implementation project half-way, and quickly take over project management
- Continuous learning in different CRM software and databases available always looking for the best fit for our clients' needs

Requirements

- Minimum three (3) years' experience in Salesforce administration in a nonprofit environment
- Minimum BS/BA degree or equivalent.
- Highly motivated and target driven while working remotely
- Advanced to expert level in Salesforce
- Experience in at least one of the following CRM software: Little Green Light, Mindful, Other software experience is a bonus
- Ability to integrate different CRM software and databases with third-party applications as required by our clients.
- Advanced SQL administration.
- User training experience.
- Customer Service Experience
- Experience with new communication and collaboration technology and tools (such as Google Drive)
- Experience with databases such as ETO, Apricot or Zoho is a plus.

To Apply

Email resume and cover letter explaining why your knowledge is a good fit for our small consulting organization to tobi@mockingbirdanalytics.com. No phone calls, please. The position is open until filled.