
JOB DESCRIPTION

Job Title: Salesforce Business Application Manager

Reports To: Executive Director

Status: Regular, full-time, 40hrs/wk, benefits eligible

Position Summary: This position will be responsible for the configuration, support, maintenance and improvement of CCT's agency wide CRM tools. This role is part technical project manager, part administrator, part Salesforce analyst and 100% dedicated to CCT's mission. Working closely with the CCT leadership team, this position will identify, develop and implement new business processes. Acting as a liaison between business and technology, creative problem solving, excellent communication and attention to detail are key skills expected in this role.

Key Duties & Responsibilities:

- Collaborates with business users and managers during the project initiation phase: setting project and feature backlog priorities, and defining scope
- Works closely with CCT leaders and program staff (when applicable) in developing and documenting business requirements, and conducting user acceptance testing across the agency's IT development, software integration and configuration projects
- Develop detailed business & functional requirements
- Provide point and click administration and configuration of CRM system
- Conduct UAT and end user training of CRM system
- End to end project management of small to mid-sized projects
- Provide ongoing consulting and expertise in key areas of focus

Required Skills:

- Must have excellent problem solving, documentation and communication skills
- Excellent project management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, collaborate across internal teams, and manage up
- Creative and analytical thinker with strong problem-solving skills
- Must demonstrate exceptional verbal and written communication skills
- Must demonstrate ability to communicate effectively at all levels of the organization
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, deconstruct high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying systemic needs
- Ability to assess the impact of new requirements on the Salesforce cloud platform and all upstream and downstream applications, systems and processes



Preferred Relevant Experience:

- 3 or more years of previous business and/or data analyst experience developing detailed business & functional requirements
- Previous CRM administration (ie. Salesforce) experience preferred
- Demonstrated experience developing requirements for CRM project or implementation
- Previously responsible for point and click administration of mission critical system (ex: ERP, CRM, CMS etc.)
- Relevant academic background, specifically in the areas of focus
- Previous experience working in a SCRUM or agile environment preferred

