



Position Announcement Salesforce Administrator

About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger, distributing healthy groceries through a network of 310 partners at 1,000 sites in Santa Clara and San Mateo counties. This also makes Second Harvest one of the largest food banks in the nation. Due to the prohibitively expensive cost of living in Silicon Valley, hunger is at an all-time high as more and more families are forced to sacrifice nutritious food for housing. Second Harvest is helping to keep people healthy by providing enough nutritious food for over 58 million meals a year — half of which is fresh produce. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is building a hunger-free community, visit shfb.org.

About the Position

We are seeking a Salesforce Administrator to join our IT team.

Second Harvest is currently rolling out Salesforce across the organization. We are seeking a creative and experienced person to join our team to help support the deployed Salesforce user base. In this role, you will be responsible for the administration of Salesforce and related applications currently deployed at our organization.

A good CRM system is always evolving. As a Salesforce Administrator you will bring a high level of expertise in the Salesforce platform and bring focus to improving the system every day for the staff and organization. Based on your deep understanding of Salesforce technology, working closely with our team of Business Analysts and business users, you will work on the backlog of enhancement and feature requests across multiple tools in the SFDC ecosystem.

You will provide ongoing maintenance, support and enhancements to existing instances. You will help to develop best practice solutions and processes to continue to enhance our use of the platform. You will produce efficient, well-documented and well-tested solutions that help to automate and streamline existing processes. Additionally, you will monitor our Salesforce helpdesk and act as a primary point of contact for our Salesforce users. Daily operations support means you may be creating new users, fields, objects, validation rules, page layouts, workflow processes, and more to address and improve new and existing business needs. You will approach your work with a well-considered, long-term-oriented approach to how we use the platform. You will assist with data management and data quality activities. You will support user data requests, creating and maintaining reports and dashboards. You will provide training and ongoing communication to business users of Salesforce. You may also work on tasks directly related to our ongoing implementation project.

This job might be for you if:

- You are people and experience-centric. You understand that people are at the center of the work we do, and you strive to deliver amazing end-to-end experiences
- You are highly collaborative. You can explain complex concepts in a way that everyone can understand



Curtner Center
750 Curtner Avenue
San Jose, CA 95125
408-266-8866

Cypress Center
4001 North First Street
San Jose, CA 95134
408-266-8866

Bing Center
1051 Bing Street
San Carlos, CA 94070
650-610-0800



SECOND HARVEST
of SILICON VALLEY

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- You develop best practice solutions. You seek to understand the underlying requirements of what an end user is asking for, and not just do what you are asked
- You are organized and efficient. You are capable of delivering in multiple competing priorities with minimal supervision
- You are a professional who has proven systems experience with the ability to work well in a team
- You are analytical, and eager to contribute to team processes and procedures
- You are passionate about the Salesforce ecosystem, always keeping up with the latest releases and apps, and are eager to use your knowledge in order to help streamline business processes
- You want to work for an organization that has real impact in the community. At the end of the day, you get to go home knowing the work you did helped to put food on the table for a neighbor in need.

Qualifications

- Bachelor's degree in Computer Science, Information Systems, or related field, or equivalent experience
- 3-5+ years SFDC administration experience required
- Lightning experience is required
- Certified Salesforce Administrator is required. Advanced/other SFDC certification is preferred
- Active on Trailheads and the Trailblazer Community
- Experience writing complex processes using Process Builder
- Experience with the NPSP is strongly preferred
- Experience with Form Assembly is preferred
- Experience with Salesforce Communities is a plus
- Experience with Apex programming is highly desirable

Reports To:	CRM Manager
Location:	Cypress Center
Hours:	Full-time, Exempt. Regular schedule with occasional evenings and weekends.
Compensation:	Competitive salary commensurate with experience. Generous health benefits, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and excellent retirement savings plan.



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