

CAREER OPPORTUNITY

Title: Salesforce Database Administrator

FLSA Code: Exempt; Full-time

Location: Breakthrough Men's Center 402 N. St. Louis Avenue Chicago, IL 60624

We are Breakthrough:

Breakthrough partners with those affected by poverty to build connections, develop skills, and open doors of opportunity. Breakthrough is intentionally located in and works alongside residents in East Garfield Park. Each year, Breakthrough has the opportunity to work with over 6,000 local residents and their families.

Position Summary:

The Salesforce Database Administrator will work to insure that Breakthrough database systems are well maintained and that staff have access to the training and technology needed to support Breakthrough's mission. They will develop use policies, database configurations and reports to ensure that programmatic goals and funding source requirements are met.

As a member of the Administration team, the Salesforce Database Administrator performs various tasks including but not limited to:

- Develop and implement database use policies and procedures, including those for database architecture, security, standards, purchasing, and service provision.
- Analyze and make recommendations for the improvement and growth of donor management and client information systems. Research and recommend innovative and automated approaches, identifying those that leverage our resources and provide economies of scale
- Keep current with the latest technology trends by attending webinars, user group meetings, and connecting with other administrators.

Database Administration and End-User Support:

- Serve as System Administrator for Breakthrough's Salesforce database.
- Design, configure and implement additional features and services as required to insure maximum effectiveness and utilization.
- Manage user accounts, roles, security, profiles, and licenses.
- Create and maintain record types, sales processes, approval workflows, and object relationships
- Create and customize standard and custom objects including fields (also formula fields), page layouts, workflow and validation rules
- Install and maintain third party applications as needed to meet business goals.
- Monitor and maintain donation payment processing system and secure website integration.

- Develop and maintain documentation, standard operating procedures, process workflows, and training materials for users.
 - Provide end-user support and tailored training sessions for Salesforce, covering topics for both fund development and programmatic users.
 - Proactively monitor and report on data integrity and adherence to standards of data entry and system usage. Regularly perform database de-duping and cleanup procedures.
 - Provide prompt and complete resolution to technical challenges and system issues.
- Report Writing:*
- Meet with stakeholders to define reporting requirements and goals.
 - Create prototype reports, diagrams, and charts for production of accurate reports and train staff in how to use these tools.
 - Prepare and deliver reports as needed, using Salesforce reports and dashboards, Excel, and other tools as needed.
 - Provide recommendations for improving processes in database use and reporting systems across the organization.
 - Performs other duties as assigned.

Educational/Experience Requirements:

College degree in computer science or information technology, 2-4 years' experience in application administration. Minimum of 2-4 years' prior experience as a Salesforce Administrator. Experience working with Salesforce Non-Profit Success Pack, SAP Crystal Reports, and SAP Web Intelligence preferred. Administrator certification in Salesforce a plus.

Compensation/Benefits:

In exchange for the above, we offer competitive wages and a comprehensive benefit package including: paid time off, group health benefits, free fitness center membership, employee discounts and more.

To Apply:

Send/email/fax cover letter and resume to:

Breakthrough Urban Ministries
Attn: Human Resources
402 N. St. Louis Avenue
Chicago, IL 60624
E: mdouglas@breakthrough.org
Fax: (773) 722-1434



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We regret that we cannot take phone calls regarding this position. Breakthrough is an Equal Opportunity Employer.

All qualified candidates will receive consideration without regard to race, color, sex, national origin, age, disability, marital status, veteran status, political affiliation, sexual orientation, or any other non-merit factors. If a reasonable accommodation is needed for any part of the application and hiring process, please contact us via the telephone number listed above. The decision on granting reasonable accommodation will be on a case-by-case basis.