Salesforce Administrator & Data Analyst
FLSA: Exempt
Reports to: Vice President, Member Engagement & Senior Accountant
Status: Full Time (40+hours) from 8:30 a.m. to 5:00 p.m. (Monday-Friday)
Salary: $58,000-$62,000 Annually (Opportunity for Bonus)
Location: Downtown, Columbus, OH
References: Required (Applications will not be considered without references)

The Ohio Chamber of Commerce is seeking an experienced **Salesforce Administrator** with a strong background in data analysis to join our team. This role is essential for managing and optimizing our Salesforce CRM platform to support our mission of advancing business interests within the state. As the Salesforce Administrator, you will be responsible for the day-to-day operations of the Salesforce platform, user management, system customization, and ensuring data integrity. Additionally, you will analyze and interpret data to provide actionable insights that will inform organizational strategies.

Key Responsibilities:

- **Salesforce Administration & Configuration:**
  - Manage and configure the Salesforce platform, ensuring it is tailored to the unique needs of the organization.
  - Customize Salesforce objects, fields, workflows, validation rules, and page layouts to improve processes and increase operational efficiency.
  - Create and manage reports and dashboards, providing visibility into key business metrics and insights for leadership and teams.
  - Regularly update Salesforce to implement new features, system updates, and maintain platform security.
  - Perform system audits, data clean-up, and resolve data quality issues to ensure integrity within the Salesforce environment.
- **User Support & Training:**
  - Provide training to Salesforce users, ensuring they understand and maximize the platform's features.
  - Serve as the primary point of contact for Salesforce-related queries and troubleshooting.
  - Create user documentation, guides, and knowledge base articles to enhance user experience and self-service capabilities.
- **Automation & Integration:**

- Develop, test, and deploy process automation using tools like Flow, Process Builder, and Apex triggers to streamline business processes.
- Integrate Salesforce with third-party applications and systems, ensuring seamless data flow and enhancing system functionality.
- **Data Management & Analysis:**
  - Gather and analyze data from Salesforce and other systems to create detailed reports, dashboards, and visualizations.
  - Monitor data trends and provide recommendations for operational improvements based on data insights.
  - Ensure accurate reporting by maintaining data quality and working with teams to implement best practices in data management.

Qualifications:

- **Education:**
  - Bachelor's degree in computer science, Information Technology, Business Administration, or a related field.
- **Experience:**
  - At least 3-5 years of experience as a Salesforce Administrator, with hands-on experience in customizing Salesforce, managing user permissions, and creating reports and dashboards.
  - Strong expertise in Salesforce automation tools (e.g., Process Builder, Flow, Apex) and platform customization.
  - Proven experience with data analysis, creating reports, and managing data quality in Salesforce.
- **Certifications:**
  - Salesforce Certified Administrator (Required)
  - Salesforce Certified Advanced Administrator (Preferred but not required)
  - Salesforce Certified Platform App Builder (Preferred but not required)
- **Skills:**
  - Proficiency in Salesforce Lightning Experience, including configuration, data management, and user setup.
  - Strong knowledge of Salesforce reporting tools and dashboard creation.
  - Familiarity with automation processes (Process Builder, Flow) and integration tools (Data Loader, third-party integrations).
  - Excellent problem-solving skills and the ability to address system issues and resolve data discrepancies.
  - Effective communication skills, with the ability to convey technical information to non-technical stakeholders.
  - Detail-oriented with a focus on maintaining data accuracy and integrity.

Benefits:

- Competitive salary based on experience.

- **Insurance & Benefits:** Chamber pays 100% of employee's health insurance premium (family available), Dental, vision and Rx coverage available; Life Insurance and Short-term disability insurance offered; Parking paid; and cell phone reimbursement.
- **PTO:** 3 weeks of paid vacation, sick time, paid holidays
- **Retirement:** Matching 401(K) (4%), PLUS an employer-paid Pension Plan (8%)
- **Student Loan Repayment:** reimburses employees for their student loans: $200 a month in the first year of employment, $300 a month in the second year of employment and $400 a month in the third year of employment.
- Opportunities for professional development and Salesforce certification support.
- A collaborative, mission-driven work environment.

How to Apply:

Interested candidates should submit their resume and a cover letter outlining their Salesforce experience and relevant skills to cfrank@ohiochamber.com by May 31st, 2025. In your cover letter, please explain your approach to Salesforce administration and how you've utilized Salesforce to improve business processes.