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| Job Title: | Business Analyst - Salesforce | Position Type: | Full-time |
| Department: | Customer Experience | Reports to: | Senior Vice President |
| Position Summary |
| The Salesforce Business Analyst leads oversight of business reporting and data management for the Chamber’s Salesforce and related systems.  |
| Roles and Responsibilities |
| *Support organizational performance by:** Maintaining a well-defined library of reports and dashboards
* Ensure easy access and timely delivery of business reporting

*Maintain the integrity of business data by:** Ensuring optimal performance of Salesforce systems and products
* Maintaining comprehensive business process libraries and data management procedures
* Developing comprehensive data fields for accounts, contacts, opportunities, and other Salesforce data objects
* Maintaining integrations across systems
* Monitoring system health and security employing backup processes and disaster recovery protocols

*Empower and enable users of the software systems by:** Developing training tools for staff users
* Serving as the primary point of contact for internal support
* Working collaboratively across the organization by listening, documenting and responding to user needs

*The Salesforce Business Analyst supports the Accounting & Finance team by:** Ensuring that all data related to members and events is entered accurately and timely
* Providing accurate reporting including but not limited to:
	+ Monthly and historical sales tracking
	+ Dues & Events billings by month, quarter and year
	+ Membership retention by month, quarter and year
	+ Collections and open accounts
	+ Membership dashboards for board meetings
	+ Database queries as needed
* Ensuring accuracy of month end data, including reports from sales staff

*The Salesforce Business Analyst serves a strategic role as a digital project manager by:** Evaluating current systems and serve on internal task forces for digital transformation
* Perform platform needs assessments
* Maintain data portability for new integrations and data migrations

Qualifications and Education Requirements * Salesforce certified administrator or salesforce certified advanced administrator
* 2-3 years of experience as a salesforce administrator in a similar environment
* Extensive experience in the administration and maintenance of salesforce systems
* Four-year degree or relevant certification

Preferred Skills* Basic understanding of disaster recovery and database backup procedures
* Coding knowledge is a major plus, specifically experience with SQL
* Experience using CPQ software
* Familiarity with APIs
* Problem solving skills and ability to think algorithmically
* Ability to work independently with minimal supervision and assistance

Additional Notes[Type any additional notes if needed.] |
| Last Updated By: | Colleen Pate | Date: | 6/24/2021 |