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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 | |