



DOMINICAN FRIARS

Province of the Most Holy Name of Jesus

Office of Institutional Advancement

JOB DESCRIPTION

TITLE: Salesforce Administrator (SFA)
REPORTS TO: Advancement Services Manager
LOCATION: Oakland, CA – Provincial Offices; Remote available with some travel required to Provincial Offices

Introduction: Founded in 1850, the Western Dominican Province (Province of the Most Holy Name of Jesus) is comprised of the Western U.S. States and is a province of the world-wide Order of Preachers (Dominicans). The province supports ~140 Dominican friars in their mission to preach the Gospel for the salvation of souls, while recruiting and training new friars for lives in the Order.

Description: The SFA is part of the Advancement Services team and supports the Sr. Database Admin in managing the day-to-day database functions of the organization's system of record. This role will also coordinate data integrity projects and continually monitor the health of the system to ensure proper functioning of connected tools and other systems.

Primary Duties & Responsibilities:

1. Act as an administrator for the system of record

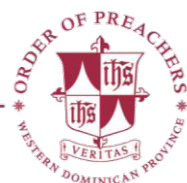
- a. Closely monitor the use of system automations, seeking ways to leverage them to eliminate pain points, increase efficiency and effectiveness, or provide new services.
- b. Support the SDA in the creation and promulgation of Standard Operating Procedures (SOPs), troubleshoot database issues, and stay aware of emerging security threats.
- c. Train and support staff on proper use of the system to ensure the privacy of donor information and the security of the system are always protected, improve methods for moving constituents along our continuum of engagement, and that the organization adheres to industry best practices.

2. Manage Reporting and Analytics Needs

- a. Proactively create reports for maintaining data integrity and adherence to SOPs.
- b. Support the varied and continuous reporting needs of leadership and staff for relevant datasets and constituent lists to help execute and fine tune cultivation, solicitation, and stewardship strategies for donors.

3. Manage System Integrations, Other Connected Tools, and Province Teams

- a. Ensure data synchronization occurs regularly and accurately across all tools and are leveraged to maximum effectiveness, or identify alternatives that could address pain points or enhance existing work.
- b. Support the Advancement Services Manager in coordinating with the primary Dominican apostolates with access to the database.





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Supervisory Responsibilities: None

Other Responsibilities:

1. Provide outstanding and timely service to donors, and other external customers, in need of information or assistance.
2. Monitor and provide technical support for donor acknowledgement and recognition systems to ensure accuracy and personalization of donor communications.
3. Attendance at province events per responsibilities and needs of the Advancement Office. This may include quarterly "All Hands Week(s)". Other travel may be required.
4. Other duties as assigned.

Essential Qualifications:

1. Experience as a Salesforce System Administrator, developing and promulgating database SOPs, and work in fundraising, alumni relations or customer service office (2-5 years).
2. Adhere to the highest levels of professional standards, confidentiality, ethics and the Donor Bill of Rights (AFP).
3. Exceptional interpersonal skills and an ability to communicate effectively in writing, by phone, or in person with cheerfulness, grace, and professionalism.
4. Exceptional organizational skills, creativity, and attention to detail.
5. Ability to work both collaboratively and effectively in groups, and in a focused independent setting.
6. Availability during regular business hours (M-F, 9am-5pm PST).
7. Ability and desire to use God-given talents in service to others.
8. Active member of parish/faith community.

Other Desired Qualifications:

1. Familiarity with the Order of Preachers, specifically the Western Dominican Province.
2. Familiarity with Marketing Cloud Account Engagement (fka Pardot), Classy, or other equivalent fundraising/customer relations software.
3. Familiarity with R or similar programming language.
4. Experience dealing with high-level individuals, executives, professionals, and their families.

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- Salary: \$80,000 to \$125,000
 - Position will remain open until filled.
 - Submit resume and cover letter to info@opwest.org, Attn: Michelle Situ, *Advancement Services Manager*

