



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Job Posting

Salesforce Specialist			
Department:	Operations	Date Prepared:	2/22/2022
Prepared by:	Denise Pudlo	Reports to:	Director of Information Systems
FSLA Status:	Full-Time, Exempt		

Summary of Position

The Salesforce Specialist supports the day-to-day operation of the Salesforce application, which is critical to successful outcomes of the Coalition. The Salesforce Specialist customizes the platform to achieve business goals and enable users to get the most out of Salesforce technology. Staying current with the continuous evolution of the Salesforce ecosystem enables the specialist to proactively present new and innovative solutions to stakeholders. As part of the team, you'll drive everything from development and testing, to assisting with architecture and design of the Salesforce application. The specialist will support data management and data cleansing activities. The team is responsible for support and improvement of all Coalition technology and information systems platforms and providing general IT support to all staff members. This position is based out of the Coalition's offices on S. Brentwood Boulevard in St. Louis, MO, and reports to the Director of Information Systems.

Essential Functions & Responsibilities

- Administers and supports Salesforce org including user setup, design, configuration, test, and maintenance of Custom Objects, Profiles and Permission Sets, Workflow/Process Builder, Visual Flows, Custom Fields, Validation Rules, and Page Layouts.
- Develops, implements, and maintains Salesforce integrations, applications, extensions, and customizations.

Address
1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax
Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website
www.foster-adopt.org



- Ensures availability of the Force.com platform and provides on-call support to resolve application issues, including troubleshooting for end-user issues and inquiries.
- Develops reports, dashboards, and processes for our program staff, development staff, support staff and management team.
- Creates testing and implementation plans, including user training and documentation.
- Helps prioritize enhancement/development IT roadmap.
- Stays current on SFDC product roadmaps and applications available from 3rd parties on the Salesforce AppExchange.
- Matches and manipulates data via spreadsheets and imports/updates Salesforce using Data Loader.
- Completes daily activity log.
- Respects and demonstrates understanding for differences including the ability to interact effectively with individuals regardless of race, religion, gender, gender identity and expression, national origin, sexual orientation, age, disability and socioeconomic status.
- Receptive and responsive to training, coaching, supervision, and feedback; works well in team setting.
- Responds to communication from families and professionals in a timely manner.
- Participates in team and agency meetings and/or individual professional consultations. Majority of these meetings should be attended in person (virtually during pandemic restrictions).
- Follows procedures for meeting with, calling, and consulting supervisor

Department Specific / Non-Essential Functions

- Other duties as assigned with or without accommodation.
- Supports the Coalition’s mission – attends special events, training events, and other “all hands on deck” activities.

Qualifications & Requirements

Education

- Bachelor’s degree in Computer Science, Information Systems, or Information Technology

Experience

- 2-3 years Salesforce experience working in Salesforce Lightning platform required
- Certified Salesforce Administrator preferred
- 2+ years of experience in administration and development of Salesforce's Sales Cloud Functionality (NPSP Preferred)

Preferred Skills / Qualifications

- Strong understanding of the Salesforce platform, with the ability to build custom apps and objects, formula fields, flows, custom views, and other content of intermediate complexity.

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- Proven experience owning the administration and ongoing enhancement of Salesforce, including understanding business needs as well as the technical aspects of an optimized CRM platform.
- Possesses excellent project-management skills, is receptive to learning new skills and concepts, recognizes the steps necessary to get the job done with minimal supervision, and shows initiative in identifying opportunities to improve processes and achieve better results.
- Knowledge of Salesforce permissions, profiles, reports, dashboards, flows and logical formulas.
- Experience with Apsona and Form Assembly.
- Creative and analytical thinker with strong problem-solving skills.
- Strong attention to detail, and the ability to multi-task and prioritize.
- Excellent interpersonal and communication skills.
- Knowledge of software development processes and best practices.
- Knowledge of importing data using multiple methods.
- Proficient Excel skills with Visual Basic for Applications (VBA) knowledge.
- Current, active member of the Trailblazer Community.

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- This position requires an understanding of diversity (ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- This position requires a respect for the confidentiality of the children and families the organization serves.
- This position requires a clean criminal history.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Organizational Relationships/Scope

- This position reports to the Director of Information Systems. Collaborative consultation will be sought from all teams.

Working Conditions

Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for external-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed

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reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.

- COVID-19 safety precautions outlined by the agency must be followed.
- This position entails work in the community and office.
- While performing the duties of this job, the employee is required to communicate effectively.
- The physical requirements of this job includes: sitting, standing, walking, climbing stairs; lifting up to 25 lbs., pulling and/or pushing on occasion.
- Use of automobile for local travel to multiple sites may be required.
- The Coalition office is considered home-base with primary office hours Monday-Friday 8 AM – 5:00 PM CST.
- This position requires flexibility. Evening and weekend hours may be required to meet the expectations of this position.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- **Inclusion:** We respect, leverage, and engage everyone’s unique strengths and talents so each individual can contribute to their full potential.
- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of each individual in the team to accomplish the best outcome for our children and families. Everyone contributes in leadership.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

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Job Description Acknowledgment

I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name:		Date:	
Employee Signature:			

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