CHN Housing Partners
Salesforce Operations Analyst

REPORTS TO: Assistant Director of Strategic Innovation

POSITION SUMMARY

CHN's Strategic Initiatives Department plays a key role in determining the overall strategic direction of CHN Housing Partners, particularly, in developing and implementing strategic growth and operational initiatives. One of the projects within this department is CHN's Salesforce Implementation, led by the Assistant Director of Strategic Innovation.

The Salesforce Operations Analyst focuses on work processes, including conversion to Salesforce, conversion to digital files, staff training and other technology based initiatives that will ensure CHN's ability to maximize capacity and client satisfaction. The position requires a self-starter, able to work independently and handle multiple priorities including managing workflow and reporting for funding requirements.

This position is critical to CHN's Salesforce implementation as it specifically relates to the Community Resource Center's (CRC) HEAP program. The Salesforce Operations Analyst reports to the Assistant Director of Strategic Innovation, and works closely with the CRC department managers to ensure clients receive comprehensive services that maximize impact and client satisfaction, for example, qualification for Winter and Summer Crisis, HEAP credits, and other HEAP programs. All managers are focused on transitioning to a shared database and digital files, adhering to the guidelines of program funders including the State, County, foundations, and/or utility companies and collaborating with other service agencies to provide the greatest possible impact on those we serve.

RESPONSIBILITIES

- Develop, Refine, and continuously improve business processes of HEAP/PIPP, PRC, Fuel Fund, and other CRC processes to ensure compliance with program funders including State, County, foundations, and utility company guidelines, with a focus on Salesforce Database Administration.
- Work with Program Managers to develop reports and analytic dashboards to assist with work flow monitoring, production reporting, funder impact reporting, and other reports as needed to use program data to drive efficiency and sound business practices
- Lead training and reinforce change management efforts for Salesforce implementation and program digitization. Create and maintain training materials, hold cross-departmental training for users on a consistent basis
- Work with Assistant Director of Strategic Innovation with a focus on connecting CRC programs with CHN's client facing programs in Salesforce. Develop and configure tools to help drive business efficiency
- Assist with planning and implementation of a unified intake system and program specific tools to ensure CRC and HEAP clients are delivered services in an integrated and efficient fashion
- Maintain and de-duplicate end user data to ensure accuracy and consistency. Work with managers and Salesforce Administrator to develop automations and data validation requirements to ensure clean data for reporting

QUALIFICATIONS:

- Manage day-to-day operations, configuration and maintenance of Salesforce, including data integrity/integrations/migration, users, roles, security, profiles, objects, workflow business rules, triggers, sharing rules, reports, and all other functional Salesforce requirements. Working knowledge of Salesforce.com (Admin Certification preferred)
- Strong background in Data Management and Business Analysis. Attention to detail to work with data to identify trends for reporting and analytics to help business sectors
- High degree of self-motivation and ability to work independently. Project Management Experience preferred

- Strong interpersonal skills, ability to work within a diverse team on training and collaboration. Excellent communication skills across multiple technical skill levels, experience with Technical writing.
- Ability to multi-task, prioritize several programs and collaborate with other internal and external partners.
- Experience with Tableau, and/or other Data Visualization tools a plus. Experience with Python or R programming or a willingness to learn.
- Experience managing and analyzing large sets of data; establishing APIs, managing SQL databases, queries, and statements
- A Bachelor's degree in the field of business or technology preferred with 2-3 years of experience in Salesforce administration, business analysis and/or database management.

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