



Job Opportunity

Global Salesforce Lead

Location Remote (Houston, Texas area preferred)
Type Salaried, Full-time

JOB PURPOSE

We are looking for an aspiring leader with proven experience in Salesforce administration to manage a new Salesforce team and the ongoing development of our deployment. This is an exciting time to join Living Water as we recently implemented Salesforce for fundraising and are in the middle of an implementation for marketing and programs. We believe a full, successful implementation will help revolutionize our business processes and allow us to more effectively carry out our mission of providing water, for life, in Jesus' name to millions of people.

The successful candidate will be a key part of the organization's ongoing digital transformation. This role is part team leader, part administrator, and part business application manager. This position also offers career growth opportunities as the successful candidate will be able to help shape the structure and direction of the Salesforce team. Thus, we are seeking someone that is continuously learning and seeking to develop others.

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

KEY TASKS AND RESPONSIBILITIES

1. Manage Salesforce team and ongoing development

- Develop a team that handles all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Manage Salesforce team members to accomplish objectives: plan and evaluate team activities; recruit, select, orient, and train team members; develop growth opportunities
- Serve as primary system administrator for the Salesforce environment with 100+ users (Fundraising, Marketing, and Programs)
- Provide point and click administration and configuration of system
- Complete regular internal system audits and prepare for upgrades
- Manage Salesforce.com data feeds and other integrations (Classy, Pardot, FormAssembly)

2. Manage product roadmap, requirement gathering, and application integrations

- Actively develop, manage, and prioritize (in conjunction with functional leaders) a product roadmap
- Work independently with functional leaders and end users to define and document requirements, including use cases, user stories, and wireframes
- Conduct usability testing with end users
- Assess the impact of new requirements on Salesforce and all upstream and downstream applications, systems, and processes

3. Support end users through training and ongoing system support

- Develop and oversee a robust ongoing training program for all end users to grow the Salesforce skill set across the organization
- Develop clear documentation and user guides
- Develop and oversee support system for end users

EDUCATION / EXPERIENCE / SKILLS

On the first day, we'll expect you to have:

- Two years' experience administering Salesforce for an organization with 30+ users
- One or more years of responsible leadership experience in management or supervisory positions
- Salesforce Administrator certification
- Excellent project management skills and a positive attitude
- Ability to lead effective end-user discovery sessions and trainings
- Confident communication and interpersonal skills; demonstrated ability to deliver training in cross-cultural contexts
- Demonstrated ability to develop product roadmaps, user documentation, and development requirements
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Demonstrated proficiency in English, both oral and written.
- Ability and willingness to travel domestically and internationally (~10% travel, post-COVID)

It's great, but not required, if you have:

- Experience with Salesforce Nonprofit Success Pack (NPSP)
- Advanced knowledge of Salesforce for the nonprofit sector and familiarity with digital fundraising/marketing automation tools commonly used by nonprofits (e.g. Pardot, Classy)
- Additional Salesforce certifications (e.g. Nonprofit Cloud Consultant, Sales Cloud Consultant)
- Experience and certifications in agile project management (e.g. SCRUM)

- Experience utilizing Human-Centered Design for developing user stories and requirements
- Proficiency in Apex, Visualforce, and/or JavaScript
- Experience using Jira for project management, Miro for virtual collaboration, and Confluence for documentation
- Experience working in highly remote environments
- Experience in database management outside of Salesforce

More about Living Water

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water and to experience “living water”—the gospel of Jesus Christ—which alone satisfies the deepest thirst. We mobilize churches and communities through water access, sanitation, and hygiene (WASH) interventions to increase the physical, spiritual, and social wellbeing of the most vulnerable in communities around the world. With over 300 global staff, we currently work in 18 countries and have provided access to safe water to nearly 6.5 million people.

We Offer

- Medical, Vision and Dental Benefits
- Health Savings Account for medical expenses
- Group Life, LTD and AD&D (Employer paid)
- Retirement/403(b) with match
- Paid sick, vacation and holidays
- Spiritual Care (regular devotions)
- Employee Assistance Program
- Casual dress code