



## Byrd Barr Place Data & Salesforce Technology Coordinator Job Description

**Department:** Administration

**Position Title:** Data & Salesforce Technology Coordinator

**Reports to:** Director of Operations

**Staff Supervision:** None

**Salary/Wage:** non-Exempt, \$25 - \$35.00 per hour

**Benefits:** Byrd Barr Place provides a comprehensive benefits package including, Medical, dental and vision coverage; employer contributed FSA, employer-matched 401(k) plan, short and long-term disability, group life and accident insurance. One floating holiday per year, annual leave accrual, annual sick leave accrual and paid holidays.

**About Byrd Barr Place:** We envision abundant communities where all prosper. Our mission is to create a more equitable Seattle through innovative programs and advocacy that empower people to live healthier and more prosperous lives.

Byrd Barr Place provides services to a range of clients with a focus on individuals, families, and communities impacted by low-income status, poverty and/or home instability. As an organization, we are creating a community hub dedicated to preserving Black Washingtonian history, serving the community as it exists today with essential services, and partnering with others to advocate for systemic change.

### Role Description

Byrd Barr Place is looking for a self-driven, innovative, and analytical problem-solver to provide the necessary technical and reporting assistance to maintain and improve our use of data across the organization. This position will work closely with the director of operations and program leaders to ensure accurate and timely generation of dashboards and reports in Salesforce and support the design and integration of Salesforce and associated applications. This position performs data entry, quality assurance, analysis, and accurate reporting on a regular basis. Other responsibilities include managing user permissions, maintaining data integrity and security, and training and supporting the userbase.

**Essential Duties and Responsibilities** include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Perform Salesforce system administrator responsibilities, including but not limited to:
  - Ensuring data is adequately and securely maintained and backed up
  - Managing user access and permission levels

- Transforming or transferring data upon request
- Conduct regular data auditing to maintain integrity of the database
- Troubleshoot Salesforce system issues and perform minor fixes. Coordinate with Salesforce consultants for addressing larger issues and custom development needs.
- Address data and reporting needs from leadership and staff, fulfilling requests in a timely manner, including preparing data for routine reports, meetings, and presentations.
- Assist in Salesforce operations and process enhancements, maintaining regular connections with primary users across all programs.
- Document and track backlog of Salesforce user needs and improvement opportunities, including technical and non-technical requirements.
- Assist leadership in prioritizing future enhancement goals.
- Develop and deliver Salesforce training programs for new and existing staff, using a supportive and collaborative approach.
- Maintain up to date documentation of Salesforce reports and share in knowledge dissemination, reporting, and communicating changes related to Salesforce for EAP program, Market program, Community Connector program and grants fundraising programs.

### **Position Requirements**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Degree in Information Systems, Analytics, or a related field or 2+ years related experience
- Strong project management skills
- Strong analytical skills
- Salesforce Certification and/or demonstrated experience with Salesforce administration and database languages
- Strong individual contributor and team player, with excellent interpersonal and collaborative problem-solving skills
- Demonstrated success in roles requiring execution of multiple tasks while responding to multiple priorities
- Proven ability to work with efficiency and flexibility
- Attention to detail along with good communication and outstanding organizational skills