



Salesforce Administrator – Data & Integration

Full-time, Permanent

VGH & UBC Hospital Foundation

Who are we?

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at www.vghfoundation.ca.

Information Systems are an important component in allowing the Foundation to meet its objectives, and to function as an organization. The Information Systems (IS) department provides expertise, tools and support that leverage IS to support the Foundation's stakeholders in the most effective and efficient way possible.

What's the opportunity?

Reporting to the Manager, Technical Implementation and Application Support, the Salesforce Administrator – Data & Integration ensures that transactions are flowing and there is effective integration of third-party systems with the Foundation's Salesforce environment. The main areas of focus of this role are on data quality and duplicate management, and support of key business processes. Work will include segmenting, data loads, supporting the ongoing development of the Foundation's CRM platform, and delivering real-time and planned configuration, support, training, and data stewardship in order to support and enhance business use.

You will

- serve as an administrator for the integration of third party systems with the Foundation's Salesforce environment, ensuring day to day functioning and performance
- liaise with business / product owners to recommend changes to Salesforce configuration in order to enhance business process
- design, coordinate, deliver and evaluate support and training on Foundation Salesforce functionality, ensuring employees are equipped to use the platform for their specific needs and issues are resolved promptly and effectively
- monitor data quality and integrity, by running reports and spot checks, soliciting feedback from users, and recommending changes to the infrastructure to ensure the highest data quality possible
- support the gift processing team in day to day transaction management, including adjustments to content and processes for tax receipting and integration of data from Classy and IATS

What do you bring?

- Skills and abilities in Salesforce administration, integration, configuration, architecture and product features, typically gained from at least two years' experience using Salesforce or strong understanding of CRM systems
- Broad knowledge of modern web and cloud technologies and services and online payment systems
- Excellent listening skills and proven technical acumen, with the ability to understand business requirements and translate them into functional design
- Highly developed, proactive and responsive customer service skills
- Solid understanding of the fundamentals of programming techniques and languages (such as Microsoft SQL Server) and relational database concepts, data analysis tools
- Working knowledge of how to develop and run reports and dashboards in Salesforce
- Highly developed critical and logical thinking; ability to work with and manipulate data, and to synthesize information and create systems and reports that are effective and easily interpreted and understood by Foundation staff
- Ability to teach and coach, including good presentation skills, particularly with the ability to explain technical and related concepts to non-technical staff
- Strong attention to detail and accuracy - you love data, reporting, data governance etc.
- Post-secondary diploma/degree, ideally in information systems, or equivalent combination of education and work experience
- Salesforce Administrator certification or willingness to achieve would be an asset

What do we offer?

The successful person can expect a competitive base starting salary of between \$72,083 and \$82,381, depending on skill and experience. Additional variable pay, benefits, flexible working arrangements, investment in professional development and subsidized access to fitness, cycling and parking facilities all contribute to a top-notch total rewards package. Start date: **as soon as possible**.

To apply

If you possess the qualifications and experience indicated, please email your resume and cover letter in a single pdf file, with your name and "Salesforce Administrator" in the subject line and file name, **by midnight on 28th November** to hr@vghfoundation.ca

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.