Who We Are

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.

The Analytics & Research (A&R) team provides senior management, fundraising staff and other business units with information and analysis that support high quality, data driven, decision-making that enable appropriate management action.

The Analytics team within A&R is responsible for growing and solidifying the role/use of data in achieving the Foundation's strategic plan goals and defining and driving an analytics vision.

The Research team within A&R is responsible for planning and delivery of prospect research activities to identify, assess and qualify, by research, prospective donors and other supporters to support strategic goals of the Foundation, in alignment with the Foundation's fundraising priorities, as well as providing accurate and salient information on the market and current and prospective donors and supporters.

The CRM and Data team within R&A is responsible for maintenance and development of the CRM (including Account Engagement), and data management, including data platforms (Concourse/Data Warehouse).

About This Role

Reporting to the Director, Analytics & Research, the Salesforce Developer will work closely with business partners across the Foundation to design, develop, test and implement Salesforce solutions that support the Foundation's strategic goals. The Developer will analyze and understand business requirements and will use no/low-code and code Salesforce technologies to build high-quality solutions that perform well in a cloud environment and integrate with external systems.

Key Responsibilities

- Designing, developing, testing and implementing solutions that customize and extend the Salesforce Platform (including Sales Cloud and NPSP) using no/low-code tools and programming languages, including:
  - Build Salesforce flows
  - Develop Apex (classes and triggers), (based on specific requirements) to extend Salesforce to support business requirements,
  - Custom User Interface development, including Lightning Web Components,
  - Write / maintain test classes for all custom development,
  - Maintains code and solution documentation for new and existing solutions,
- Designing, developing, and maintaining integrations with other systems used by the Foundation:
  - Collaborate with cross-functional teams and other CRM team members to gather integration requirements.
  - Develop, test, and deploy integrations between Salesforce and other systems.
  - Design and maintain data synchronization processes.
  - Monitor and troubleshoot integration issues.

- o Ensure data security and compliance with industry standards
  - o Collaborate with administrators/developers for other systems to integrate across the business,
- When required, providing support to other CRM team members, including with user set-up and management, and Salesforce configuration tasks.
- Independently and through delegation, manage data within Salesforce, including data imports, exports, cleansing, deduplication, and maintaining data quality standards
- Proactively identifies and provides a diagnosis of emerging business risks and issues and determines optimal course of action for resolution requiring sound judgment and critical thinking
- Applies best practices for general web and Salesforce-specific security concerns
- Designs and implements test plans that ensure sufficient quality (for example, code coverage, application behaviors, scalability, environment independence, security) across application components
- Serves as a point of escalation from other CRM team members for troubleshooting and resolving platform issues

What You Offer

- Understanding of the capabilities of the core objects in the Salesforce schema; familiarity with testing, debugging, and deploying code and knowledge of available environments
- Proficiency with declarative capabilities of the Salesforce platform
- Salesforce development experience, including experience implementing and developing using Apex, Visualforce, and Lightning Components
- Understanding of Salesforce data management best practices, including data modeling, data import/export, data cleansing and data security, demonstrated through qualifications, certifications and/or professional experience
- Ability to create and interpret technical documentation, demonstrated through professional experience
- A proactive, collaborative and business-driven attitude to the maintenance and continued enhancement of Salesforce
- Certified Salesforce Platform Developer I or II
- Additional Salesforce certifications a plus e.g. Certified Salesforce Administrator, Certified JavaScript Developer

What We Offer

The successful candidate can expect a starting salary between *$85,078* and *$96,680*, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently *$109,249*.

Additional variable pay (merit/bonus), defined benefit pension plan, extended health and dental benefits for you and your partner/children, flexible working arrangements, four weeks' paid vacation, investment in professional development and subsidized access to transit, fitness, cycling and parking

facilities all contribute to a top-notch total rewards package. If you'd like more information on what we offer, please ask!

To Apply

Please send your application to Human Resources by email at **careers@vghfoundation.ca** by **Friday April 4, 2024.**

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.