VGH+ Salesforce Business & Quality Analyst

JOB POSTING



VGHFOUNDATION.CA

VGH+ UBC hospital foundation



As Vancouver Coastal Health's primary philanthropic partner, VGH & UBC Hospital Foundation raises essential funds for VGH, UBC Hospital, Vancouver Coastal Health Research Institute, G.F. Strong Rehabilitation Centre and Vancouver Community Health Services. Donations fund groundbreaking research, world-class health care teams and life-saving treatments for the most complex cases across the province.

VISION

Healthier lives for healthier communities in BC.

MISSION

We create and inspire a community of donors to catalyze health care innovation in BC.

VALUES

Bold

We embrace courage, creativity and forward-thinking, and are catalysts for breakthroughs, positive change and innovation.

Integrity

We are steadfast in our commitment to honesty, trust, maximum impact and stewardship, and operate with purpose and transparency.

Community

We are committed to people and communities, fostering relationships, collaboration and partnerships.

OUR BENEFICIARIES

+Vancouver General Hospital +UBC Hospital +Vancouver Coastal Health Research Institute
+G.F. Strong Rehabilitation Centre +Vancouver Community Health Services

WHY VGH & UBC HOSPITAL FOUNDATION?

2026 BC's Top Employers



+FLEXIBLE WORKING HOURS

Enjoy flexible start and finish times, and compressed summer schedules.



+GENEROUS LEAVE

Benefit from 4 weeks of vacation, 5 personal leave days, and a '9-day fortnight' program.

+PENSION PLAN

Enroll in the Municipal Pension Plan for long-term financial security.



+COMPREHENSIVE BENEFITS

Access health, dental, and extended health benefits, life insurance + more.



+INCLUSIVE CULTURE

Join a diverse and inclusive workplace committed to equity and continuous improvement.



+DEVELOPMENT OPPORTUNITIES

Grow your career with our promotion from within policy and learning resources.



VGH UBC hospital foundation

VGH+

Salesforce Business & Quality Analyst

The Role

VGH & UBC Hospital Foundation is seeking a unique, detail-oriented Salesforce Business & Quality Analyst to join our team. This role bridges the gap between our business stakeholders and our technical solutions.

We are looking for someone who truly cares about the why behind the build. You will lead the charge in identifying exactly what our internal business units need, translating those needs into clear requirements, and then stepping into the Quality Analyst driver's seat to rigorously test and validate that the final build solves the original problem. You are the ultimate guardian of both business intent and system quality.

Key Responsibilities

Business Analysis & Discovery

- **Lead Discovery Sessions:** Partner with internal business units (e.g. Fundraising, Marketing, Events, etc.) to uncover organizational goals, pain points, and opportunities for digital optimization.
- **Requirement Gathering:** Drive deeper-level technical and functional requirements, transforming abstract stakeholder requests into clear, actionable user stories, process maps, and functional specifications.
- **Stakeholder Communication:** Act as the primary translator between technical teams and non-technical business leaders, ensuring absolute alignment on what is being built.

Quality Assurance & Validation

- **End-to-End Testing:** Own the QA lifecycle. Develop, execute, and maintain comprehensive test plans and test scripts based directly on the requirements you helped define.
- **UAT Management:** Coordinate and facilitate User Acceptance Testing (UAT) sessions with business stakeholders, demonstrating system functionality and ensuring users are empowered to adopt the new solutions.
- **Defect & Issue Tracking:** Identify, document, and prioritize bugs or gaps in functionality; work hand-in-hand with the config/dev team to ensure swift resolution before deployment.
- Solution Validation: Verify that delivered solutions not only pass technical checks but truly fulfill the business need and maintain data integrity across the platform.

What You Offer

- **Platform Expertise**: 3+ years of hands-on experience working with and navigating the Salesforce.com platform.
- **Nonprofit Acumen**: Strong business acumen within the nonprofit, charity, or healthcare philanthropy sector. Familiarity with specific areas like Fundraising or Donor Relations is highly preferred.
- **The Hybrid Mindset:** A proven track record of balancing big-picture business analysis (finding the requirement) with meticulous, detail-oriented QA testing (validating the build).
- **Communication Excellence:** Exceptional relationship-building skills. You should be entirely comfortable teaching, demonstrating, or presenting the impact of technology to diverse business stakeholders.
- **Certifications:** Salesforce Certified Administrator is not required, but an asset.

- **Execution Skills:** Excellent time management and prioritization skills; ability to juggle discovery on one project while actively running QA/testing cycles on another.
- **Mindset:** Passionate about producing high-quality, bug-free work. You embrace a solution-oriented mindset, viewing system limitations or complex business processes as opportunities to innovate rather than obstacles.

What We Offer

The successful candidate can expect a starting salary between **$74,100** and **$92,600**, depending on factors such as skills, experience, and internal equity.

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.

To Apply

Please send your application to Human Resources via email at **careers@vghfoundation.ca.**

We welcome applications from anyone who is eligible to work in BC. 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.