VGH+ Salesforce Administrator

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 Administrator

The Role

The Salesforce Administrator is responsible for maintaining Salesforce, responding to common business requirements and performing administrative functions using current Salesforce features.

This role works closely with the business to drive adoption and appropriate utilization of Salesforce across teams by maintaining Salesforce, resolving issues of varied nature, developing and updating training materials, delivering onboarding and ongoing training to users, and proactively communicating on changes, updates and new features in Salesforce. The role also focuses on continuous improvement of CRM functionalities to ensure optimal performance and user experience, identifying and evaluating unused or underutilised platform features.

Key Responsibilities

- Based on business requirements, implements Salesforce configuration changes, including but not limited to creating and updating flows, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration. Creates documentation for the solutions they implement.
- Tests and evaluates solutions before implementing them in the production environment, ensuring that changes are thoroughly tested and validated, minimizing disruptions and maintaining system stability
- Enables efficient issue resolution primarily through the ticketing system, identifying opportunities for promoting continuous learning, and promoting knowledge sharing within the organization through appropriate and effective documentation and communication
- Recommends and implements record and field data access based on business requirements (when these requirements go above the initial privacy-related user setup done by IST)
- Proactively plans and regularly implements daily, monthly and annual system maintenance activities including security reviews, release updates, and health checks
- Identifies and gathers business requirements, translating into best practice, scalable solutions with a focus on exceptional user experience
- Proactively identifies unused or underutilized platform features, and work with business users and CRM team to evaluate the benefit of these features, and plan and implement them
- Monitors, and suggests recommendations for improving user adoption
- Provides ongoing CRM training and user support, conducts intake of CRM tickets and triages to address issues, recommend areas of improvement and identify requirements for new or updated user training
- Actively seeks out new functionalities as they become available and evaluates the potential benefits of new features for the Foundation.
- Proactively researches, identifies root causes of and resolves varied and complex Salesforce administration issues including emerging issues with impact across multiple business units
- Provides recommendations on implementing features and best practices, optimizing the CRM system's functionality and aligning it with the foundation's evolving needs

What You Offer

- Strong Salesforce product knowledge and hands-on Salesforce Administration experience with Sales Cloud and NPSP
- Experience implementing Salesforce configuration changes, including (but not limited to): Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards and reports
- Certified Salesforce Administrator (or willing to obtain certification within the first year in the role)
- A proactive attitude to Salesforce platform enhancements, strong customer service skills
- Excellent relationship-building skills
- Ability to liaise with stakeholders at all levels
- Proficient troubleshooting skills, actively identifying the root cause of complex technical problems and developing workable solutions
- Strong listening skills and technical acumen to understand business requirements and pain points, and effectively translate them into functional design
- Ability to think critically and analyze in a fast-paced environment, ensuring requested changes align with system capabilities and future product roadmap to make optimal recommendations
- Experience in change management and governance
- Ability to prioritize tasks, meet deadlines and pay attention to details
- Strong communication skills and ability to communicate complex information to experts and non-experts

What We Offer

The successful candidate can expect a starting salary between **$88,000** and **$99,000**, 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.