Smarter giving. Greater good.

philanthropy NETWORK GREATER PHILADELPHIA

Job Posting

Salesforce and Data Systems Administrator

REPORTS TO: President and Senior Director of Communications
CLASSIFICATION: Full Time/Exempt
LOCATION: Philadelphia, PA

ORGANIZATIONAL OVERVIEW

Philanthropy Network Greater Philadelphia is a growing membership organization that brings together nearly 120 philanthropic organizations across Greater Philadelphia. Its mission is to strengthen philanthropy to create a vibrant, resilient, and equitable region. The Network is comprised of prominent national grantmakers, family foundations, community foundations, public charities, and giving circles. These members invest over $500 million annually in organizations and programs addressing education, economic opportunity, community development, arts and culture, the environment, and more.

SUMMARY DESCRIPTION

The Salesforce and Data Systems Administrator is the primary manager for Salesforce CRM and the Drupal website and supports the organization by providing technology solutions that improve internal operations and our ability to collaborate with members and partners more effectively.

The Salesforce and Data Systems Administrator will:

- work within Salesforce and related technologies to ensure a high quality, high functioning, and secure system on an ongoing basis.
- be the primary contact for Salesforce support, working proactively across the organization to ensure team members are successful within Salesforce.
- regularly meet with stakeholders across the organization to ensure Salesforce usage and solutions align with organizational priorities and to develop and maintain a roadmap of enhancements in line with each team's evolving strategies.
- represent Philanthropy Network in the United Philanthropy Forum's Knowledge Management (KM) Collaborative, a peer learning and action cohort to build and strengthen individual skills, suggest and identify technical and strategic system improvements, and share knowledge with Philanthropy Network staff.

This position is a hybrid role based in Philadelphia, Pennsylvania, with in-person presence required three days each week and other days as needed.

ORGANIZATIONAL BACKGROUND

Philanthropy Network's Board of Directors has endorsed the following values to guide its work:

- **Adaptive Leadership** - taking bold, agile, and informed action to seize opportunities and address the most significant challenges in our region.
- **Equity** - using philanthropy intentionally as a tool to address structural racism and all other inequities.
- **Partnership** - working with Philanthropy Network members and others to leverage resources, knowledge, and relationships while retaining the independence of individual and organizational priorities.
- **Openness** - working with the community in participative, transparent, and inclusive ways.
- **Learning** - learning from research, evidence, experimentation, and lived experiences to create systemic impact.
- **Stewardship** - transparent, responsible stewardship of resources guided by high standards of integrity and accountability.

A new President joined in Fall 2022 and is charged with actualizing these values in the organization's work and the work of its members. Philanthropy Network strives to meet the needs of its members by providing knowledge of the region, insight into different types of philanthropy, and community engagement. The Network further supports its members and their work by leveraging resources and working collaboratively on social issues. By documenting processes, outcomes, and learning, the Philanthropy Network seeks to strengthen connections across the philanthropic, health, human services, economic, education, environmental, arts and culture, gender justice, and political spheres throughout the region. The annual SPARX Conference, communities of practice, member gatherings, learning cohorts, and a wealth of educational materials and programs are at the heart of the success of this learning organization. The Network aims to influence funder practice across the Philadelphia region and beyond through these efforts. Philanthropy Network continues to adapt to changing conditions to co-create and advance new societal possibilities.

BACKGROUND ON THE ROLE

Philanthropy Network is one of 36 philanthropy membership organizations across the country that participates in the United Philanthropy Forum's Knowledge Management (KM) Collaborative. Both a transformational technology service and an invaluable peer-learning community, KM-participating organizations join forces to create, maintain and continually improve our industry-leading technology platform powered by Salesforce and Drupal.

As the lead technologist, the Salesforce and Data Systems Administrator will be the internal lead and liaison for the KM Collaborative and manage the organization's CRM, digital web, and enterprise technology needs, ensuring maximum effectiveness and efficiency of online channels to achieve organizational objectives. Success in this role requires understanding the big picture, building processes and systems, translating technology to the end user, and being well-organized and detail-oriented.

RESPONSIBILITIES
The duties of this position include, but are not limited to, the following:

Salesforce-Drupal

- Serve as primary Salesforce system administrator.
- Use Salesforce in partnership with Sr VP of Data, Knowledge, and Accountability to assist in understanding Network value to members.
- Ongoing, regular liaison with United Philanthropy Forum Knowledge Management (KM) Collaborative (attend Drupal-Salesforce weekly call and annual User Group meetings; review related annual MOAs for SVP approval; manage any project-based consulting contracts with the United Philanthropy Forum; and monitor the KM Slack channel for updates)
- Review and approve new account requests received via the website; ensure that approved records are synced with accounts in Salesforce.
- Manage the website's technical administration, including integration with Salesforce and all back-end functionality (online renewal applications, registrations, etc.)
- Design and implement customizations in response to the organization's needs and goals.
- Document systems, procedures, customizations, and enhancements, and educate and train staff on new processes and features.
- Serve as a resource for the PN team on all aspects of the Drupal-Salesforce platforms.
- Create dashboards to help track and assess Network Engagement
- Make recommendations for and implement system improvements.
- Ensure data integrity – vet and update Account/Contact information, groups, Committees, communities of practice, and mailing lists.
- Triage and troubleshoot issues related to accessing our CMS/website; handle tech support inquiries submitted via support@philanthropynetwork.org.

Program/Membership

- Assist with technical aspects of the annual SPARX conference, Annual Members Meeting, and other events as needed.
- Set up registration for programs (Drupal) and tracking of attendance (Salesforce)
- Continue to enhance member experiences using other technology as appropriate

Administrative

- Implement critical aspects of the annual membership renewal campaign – develop process timeline, send related communications (renewal requests, reminders, acknowledgments), track payments, create progress reports
- Develop new tracking processes in Salesforce for ongoing member recruitment reports, grant revenue and reporting, etc.
- Serve as point person for any technology-related questions generally
- Work with the Senior Vice President, Data, Evaluation, and Accountability on aligning data systems to enhance ongoing analysis and reporting
- Other duties as assigned

QUALIFICATIONS

- BA/BS or equivalent work experience plus at least three years of experience in the nonprofit, government, or for-profit sector in the Philadelphia region
- Proficiency in Salesforce and Drupal; Salesforce certification a plus
- Written and oral fluency in English. Additional language fluency is a plus
- Interest in at least one domain central to the work of Philanthropy Network, including but not limited to Health and Human Services, Arts and Culture, Environmental Justice and Climate Justice, Economic Security, Housing Security, Civic Society and Engagement, Education, Disability, Aging, LGBTQ rights, Human Rights, Criminal Legal System, etc.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Substantial experience working with databases
- Technical savvy and strong computer skills, including proficiency with MS Office, Adobe Acrobat, Salesforce, Drupal, Asana, Slack, and other emerging technologies
- Exceptional project management skills
- Strong skills in G-suite/Google Workspace
- Ability to respond to and be proactive in anticipating user needs and inquiries
- Excellent written and oral communications skills
- Close attention to detail
- Congenial, member-focused
- Ability to travel within the city and region

PHYSICAL REQUIREMENTS

This position is primarily sedentary. However, the person in this position may need to occasionally move about inside the office to liaise with internal staff, access files, office machinery, and a copy machine/printer. Some travel directly related to the learning development role, and planning to attend conferences, retreats, and meetings, will be required. Travel across the region is expected and will comprise approximately 20% of working time. Domestic travel is expected when it is safe to travel, about 10 % of working time.

Philanthropy Network Greater Philadelphia is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its programs, and operations. As part of this commitment, Philanthropy Network will ensure that persons with disabilities are provided reasonable accommodations. If a reasonable accommodation is needed to participate in the job application process, please get in touch with Tia@philanthropynetwork.org.

TARGET START DATE: June 2023

SALARY: The minimum salary for this position is $75,000, and the maximum is $87,000, commensurate with skills and experience.

APPLICATION PROCESS

Submit your cover letter, resume, Salesforce expertise, and two letters of reference written by a supervisor and a colleague in the last six months with your application to Tia@philanthropynetwork.org. Please indicate if you were referred or recommended for the position.

BENEFITS: Generous benefits commensurate with non-profit industry standards.

Equal employment opportunity and having a diverse staff are fundamental principles at Philanthropy Network Greater Philadelphia, where employment and promotional opportunities are based upon individual capabilities and qualifications without regard to race, color, religion, gender, pregnancy, sexual orientation/affectional preference, age, national origin, marital status, citizenship, disability, veteran status or any other protected characteristic as established under law. Philanthropy Network Greater Philadelphia does not discriminate against formerly incarcerated individuals.