

Salesforce Administrator

We are seeking a **Salesforce Administrator** to join the Confirmation.com team. Ideal candidates will have 2+ years of experience working as a Salesforce Administrator or similar role. This analytical, process-oriented individual will work closely with our Salesforce user community to provide the day-to-day configuration, support, maintenance and improvement of Confirmation.com's Salesforce platform. The successful candidate will embrace the challenge of solving critical business problems in an entrepreneurial environment.

Responsibilities

- Administer Salesforce on a day-to-day basis, including managing user accounts, profiles, permissions, page layouts, dashboards, reports, etc.
- Manage, update and coordinate content on Salesforce Communities, Customer Community and Partner Community.
- Manage operational requests such as creating workflow and validation rules, fields, formulas, custom objects, and processes.
- Maintain proper documentation of processes, policies, application configurations and continual modifications as well as help related materials.
- Handle data cleanup processes for removing duplicate data ensuring usefulness of data.
- Identify, define and integrate appropriate data from company data stores to facilitate business intelligence, and sales support.
- Participate in and serve as a resource for any Salesforce related projects.
- Proactively identify and implement operational improvements, enhancements, and system customizations that meet business requirements.
- Assist with vetting, selecting and implementing new Salesforce related technology solutions.
- Assist with the design and implementation of customer service projects, including Communities and Live Agent.
- Familiarity with Salesforce features such as Communities, Salesforce to Salesforce Connections, Knowledge, Territory Management and Service Console a plus.

Qualifications

- Bachelor's degree required.
- Proven track record of data management.
- 2+ years of experience as a Salesforce Administrator preferred.
- Salesforce Administrator or Advanced Administrator Certification strongly preferred.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
- Ability to prioritize and handle multiple tickets simultaneously.
- Self-sufficient with a strong ability to use initiative and work autonomously under tight business sensitive deadlines.
- Detail-oriented with excellent verbal and written communication skills.
- Strong sense of customer focus, both internal and external.

Compensation

- Varies by experience.

About Confirmation.com

Confirmation.com is the world's leading provider of secure online audit confirmations. Today, more than 14,000 audit firms use Confirmation.com to send audit confirmation requests to companies, financial institutions and law firms worldwide. For more information, visit Confirmation.com.