



### **Salesforce Administrator**

Part-time (25-30 hours/week)

Pay range: \$28 - \$32/hour

Remote (within California) or Hybrid

[www.accessity.org/accessity-careers/](http://www.accessity.org/accessity-careers/)

#### **About Accessity:**

The mission of Accessity, with headquarters in San Diego, is to open doors of financial opportunity to those historically with less access to capital and business support: entrepreneurs of color, women, immigrant, and low-to moderate-income entrepreneurs, so they can build a prosperous business and livelihood for themselves and their families, while also strengthening our communities. Accessity is a Community Development Financial Institution that offers small business loans up to \$100,000 and access to a community of support to small business owners in Southern California. Visit [www.accessity.org](http://www.accessity.org) for more information.

#### **Job Overview:**

The part-time Salesforce Administrator works closely with the Director of Strategic Initiatives in supporting the operations team with Salesforce support and development. The role will assist with configuration, support, maintenance, and improvement of Accessity's Salesforce platform. The Salesforce Administrator will help ensure our process and team operates as efficiently as possible within our Salesforce organization and that our technology infrastructure is positioned to easily maintain, adapt, and scale with Accessity's continued expansion. As a part-time position, the employee may continue any outside consulting work during non-working hours.

#### **Responsibilities Include:**

- Develop a deep functional understanding of Accessity's loan process on the Salesforce platform
- Work cross-functionally and with external resources to implement new or enhanced features to improve business processes
- Troubleshoot user and system issues, communicating status updates and supporting end users
- Create/maintain written and/or video guides to document new and existing processes
- Continuous improvement of user experience, including transitioning from Classic to Lightning flows
- Develop and maintain system configuration and automation using Process Builder, Workflow rules, Validation rules and Lightning flows
- Provide system administration of Salesforce and Experience Cloud customer communities
- Identify opportunities for improvement of system usage and procedures
- Manage user and system issues, configuration, and development projects using Trello boards. Provide documentation of actions and solutions on all tickets.
- Stay current with Salesforce releases and continue education within the Salesforce platform and managed packages and apps used within the Accessity organization
- Perform all other duties as assigned

**Qualifications Include:**

- Bachelor's degree or equivalent working experience
- 1-3 years of experience with Salesforce administration and configuration
- Experience with Sales Cloud and Experience Cloud environments
- Efficient in using automation tools such as Process Builder, Workflow rules, Validation rules and Lightning flows
- Knowledge of all basic Salesforce functions including but not limited to reports, dashboards, assignment rules, creating/managing fields and custom objects, permission sets, and security settings
- Experience with Data Loader, Data import wizard or similar
- Aptitude and patience for assisting users who may not have a deep understanding of Salesforce
- Ability to understand user requirements/business processes and translate to new processes/system configurations or solutions for issues
- Excellent time management, organization, and task prioritization skills; able to manage and coordinate multiple tasks simultaneously, while being flexible to changing priorities
- Exceptional written and verbal communication, problem solving, and decision-making skills, with strong attention to detail
- Self-motivated, ability to work independently and self-learn at times, and to work as part of a team
- Proficiency with MS Office

**Preferred:**

- Experience working in loan services industry
- Certified Salesforce Administrator

**Benefits:**

We offer a warm, inviting work environment with a culture that values diversity and inclusion, innovation, integrity, accountability, and mindfulness, and offers a competitive pay and benefits package. Our team is driven by our mission to create social and economic justice for all.

- Medical/Dental/Vision Packages
- Employee Assistance Program and Hotline
- Aflac supplemental insurance
- 403 B retirement plan and company match
- 12 paid holidays
- Paid time off (PTO)/Sick package
- 1 Birthday & 1 volunteer paid day off
- Term life/disability insurance
- Company-paid training and professional development

**Work Environment:**

This position may be remote (within California) or hybrid with work time split between in-office and remote. If hybrid, employee can work out of the Accessity office in San Diego or Riverside during normal business hours. Work is generally performed in an office setting with a moderate noise level.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; and talk or hear. The employee occasionally is required to reach with hands and arms.

**To Apply:**

Please email your cover letter and resume to [vbeloso@accessity.org](mailto:vbeloso@accessity.org). Due to the high number of applicants for this position, we will only be able to personally contact those we would like to interview.

Accessity is an equal opportunity employer.