

SALESFORCE ADMINISTRATOR

APPLY NOW

About the Position:

E&I Cooperative Services (E&I) is the only member-owned, non-profit procurement cooperative focused exclusively on higher education. We provide our members with unsurpassed value through a broad portfolio of competitively solicited contracts, technology-enabled procurement solutions, and strategic, consultative engagements. Our innovative strategic spend assessments empower members to make informed, analytics-based decisions to capture savings. We collaborate with our suppliers through a performance management program to consistently deliver an amazing member experience.

E&I has an exciting opportunity for a **Salesforce Administrator in our Operations Department**. This position serves as the primary system administrator for the Salesforce.com environment in the execution of the day-to-day configurations, support, maintenance, and improvement of E&I's Salesforce Lightning CRM platform. This position may work out of our corporate office in Jericho, NY or remotely.

At E&I Cooperative Services, we are proud of the company culture we have created. We believe that talented people and the right culture are the most important drivers of our company's success and our employees' satisfaction. We are looking for people who share our core values – people who are: **Mission Driven, Customer/Member "Obsessed", High Performers; Inclusive, Positive, Collaborative, and who are Always Pursuing Better.**

Essential Duties and Responsibilities:

- Handle all basic administrative functions including user account maintenance, data imports, reports and dashboards, workflows, responses to internal Helpdesk requests. Maintain user roles and profiles, security settings, access settings, and other routine tasks.
- Maintain the integrity of the Salesforce database by performing database tasks and duplication cleansing.
- Build custom reports and dashboards to help each department make more informed decisions.
- Help tailor the Salesforce experience for several groups of users based on unique business requirements.
- Collaborate with IT department to complete regular internal system audits, prepare for upgrades, prepare data feeds, and other integrations based on organizational changes and business requests.
- Collaborate with IT department to coordinate the evaluation, scope, and completion of new Salesforce development requests.
- Research changes in upcoming versions of internal business systems and other integrated applications, providing recommendations when necessary to enhance efficiency and productivity.
- Document release notes, test plans, and use cases as well as creating and updating how-tos and standard operating procedures.
- Assist in training users and growing the Salesforce.com skillset across the organization.
- Collaborate with all business units within E&I to support a culture of continuous improvement and consistent Salesforce adoption.

Education and/or Experience:

- Minimum 3 years of experience as a Salesforce.com administrator
 - Bachelor's degree or relevant work experience
 - Salesforce.com Admin (ADM201 and ADM211) certified required
 - Hands-on experience as a system administrator including implementation, day-to-day operations, upgrades, and maintenance
 - Strong understanding of Salesforce.com best practices and functionality
 - Strong data management abilities
 - Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems, and processes
 - Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
 - Creative and analytical thinker with strong problem-solving skills
 - Demonstrate exceptional verbal and written communication skills
 - Self-sufficient, self-motivated, reliable, and takes initiative
 - Strong team player with excellent time management, organizational, and communication skills
 - Proficient in Microsoft Office suite of programs, specifically Outlook, Word, PowerPoint, and Excel
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E&I offers a competitive salary and a comprehensive benefits package which include Medical, Dental, Vision, Life & AD&D Insurance, LTD, STD, FSA, 401(k), AFLAC and other company sponsored benefits.

Interested applicants, please attach with cover letter and salary requirements to resumes@eandi.org with the position listed in the subject heading. All responses will be viewed with the strictest of confidence.

E&I is an equal opportunity employer and is committed to providing equal opportunities for employment and advancement without regard to an individual's race, color, religion, national origin, age, sex, sexual orientation, marital status, or any characteristic protected by local, state, or federal law.

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