

CFLEADS POSITION DESCRIPTION

Title:	Technology and Database Manager
Reports to:	Director of Finance
Location:	Remote/Flexible within the U.S.
Salary:	\$55,000 - \$60,000 (Benefits are competitive and include health, dental, and vision insurance, 401k, and PTO)

Submit resume and cover letter describing prior experience to Keisha Walker, Director of Finance at careers@cfleads.org by September 12th for first review. Submissions will be accepted until the position is filled.

About CFLeads

CFLeads is a national network of community foundations working together to build strong communities. As the only national organization exclusively for community foundations, we work with hundreds of community foundations each year that are committed to increasing their local impact through community leadership.

CFLeads vision: *Community foundations are vital partners in building communities where all residents are prosperous, healthy, and secure.*

CFLeads mission: *CFLeads helps community foundations build strong communities by advancing effective practices, sharing knowledge, and galvanizing action on critical issues of our time.*

Position Description

The Technology and Database Manager keeps CFLeads' database management tools (Salesforce) running at peak efficiency, and shapes our IT infrastructure through the infusion of cutting-edge AI solutions. This experienced Salesforce professional ensures the integrity of our data, creates essential reports and dashboards, and trains users on how to use technological systems and innovations to benefit their work. This manager has a proven track record in AI integration, designing and implementing efficiencies to help our team work more effectively, so we, in turn, can help community foundations across the country do their work more effectively!

The Technology and Database Manager is responsible for the day-to-day configuration, maintenance, and improvement of our technology and our database. Working collaboratively with marketing, development/fundraising, program management, and finance and operations staff to foster strategic IT planning and innovation, the manager ensures all systems are configured to meet our organization's needs, and reliable and actionable information can be accessed quickly. This role is part technical project manager, part administrator, part Salesforce analyst, part AI innovator, part problem solver, and 100% dedicated to the mission of CFLeads.

Key Responsibilities

Database Management

- Serves as the primary system administrator for the Salesforce environment with 13+ users.
- Handles all basic administrative functions including user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other routine tasks including data entry.
- Focuses the organization's use of data for what best serves the mission.
- Gathers detailed requests for improvements or changes to the system and implements these changes as appropriate.
- Automates processes using Salesforce tools such as process builder, flow automation, validation rules.
- Collaborates with all departments to ensure the data accuracy and integrity required to facilitate their work.
- Segments stakeholder data for targeted appeals, email campaigns, events, and special projects, and produces reports to monitor campaign effectiveness.
- Collects, tracks, and updates information and data in Salesforce, including but not limited to investors, program attendees, and various types of engagements.
- Manages less complex Salesforce integrations - those not handled by a Salesforce Developer or Consultant/Partner.
- Identifies, installs, and maintains appropriate apps from the AppExchange for event management, mass email, document merge, and more.
- Trains new users and grows the Salesforce skill set across the organization.
- Documents customizations made in Salesforce.
- Plans ahead for upgrades, seasonal releases and long-term projects and keeps abreast of best practices in database management, making recommendations for updates and enhancements as necessary.
- Assumes responsibility for user and license management, user support, system upgrades, and the management of associated vendor contracts or agreements.
- Conducts regular audits, data clean-ups, and updates to maintain the integrity of the database.

Technology Infrastructure

- Manages virtual network and the equipment required for remote work in coordination with IT vendor, including equipment inventory and usage, as well as ensuring setting optimization and maintenance, upgrade, and replacement schedules.
- Ensures that staff is appropriately trained on all of CFLeads' technology processes, including onboarding new employees into all technology systems.
- Ensures consistency of technology utilization across the organization to maximize efficiency and transparency.
- Gets new hires up and running, ensuring they have the appropriate hardware, applications, and permissions so they can perform their role.
- Ensures the security and integrity of CFLeads' data and technology systems.
- Implements and monitors data security policies and procedures.
- Works with Ideality, our technology support team, to problem solve when needed.

Strategic IT Planning & Innovation

- Creates a technology strategy in collaboration with department leads, ensuring alignment with CFLeads' mission and annual goals, as well as future needs, sustainability, and scalability.
- Researches and recommends innovative and efficient IT solutions designed to address current and future challenges, leverage opportunities, and mitigate against potential threats.
- Identifies and addresses emerging developments in technology, including policies, practices, and trainings, particularly as it pertains to AI integration.
- Leads efforts to collect, analyze, and utilize data and best practices to inform decision-making and to improve overall organizational performance.

Essential Experience and Skills

- Strong commitment to the organization's mission and values.
- Proactiveness to understand the strategy and needs of the organization and an eagerness to leverage technology and our database to help the organization become more effective.
- Pro-active problem solver who has a passion for making sure data is correct and the database usage is consistent and complete.
- Strong understanding of the Salesforce platform, with the ability to build dynamic, custom apps and objects, formula fields, processes, custom views, and other content of intermediate complexity preferred.
- Strong AI proficiency with the ability to integrate AI systems into existing infrastructure.
- Excellent attention to detail and accuracy in data entry and management.
- Experience in providing guidance and training to staff members on database practices and procedures.

- Excellent project management skills and a positive attitude.
- Ability to critically evaluate and prioritize information gathered from multiple sources and reconcile conflicts.
- Comfortable navigating new database software and quickly adapt to changes in technology.
- Proficiency in running complex inquiries and extracting insights from large datasets.
- Strong customer service skills with the ability to communicate effectively.
- Ability to prioritize tasks effectively and manage multiple projects simultaneously.
- Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests.
- Creative and analytical thinker with strong problem-solving skills.
- Ability to work both independently and as an integral member of various teams.
- Minimum of three years of professional experience working with Salesforce and other technology and database systems.
- Minimum of two years of experience as a Salesforce administrator. Salesforce Admin (ADM201 and ADM211) certified preferred.
- Bachelor's degree in a related field (e.g., Business Administration, Nonprofit Management, Information Systems) or equivalent experience.
- Experience with API integration a plus.
- Experience with project management tools (e.g. Monday.com) and key software applications (e.g. SharePoint, WordPress, MailChimp, Survey Monkey, and Zoom) is essential.
- Experience working for a community foundation or non-profit is a plus.
- Ability to occasionally travel for work.

CFLeads is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. CFLeads is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact Keisha Walker at careers@cfleads.org.