

TITLE: Salesforce Data Specialist
REPORTS TO: Director of IT & Analytics
FLSA CLASSIFICATION: Non-exempt
DATE: April 2022
GRADE: 4
WORK LOCATION: Assigned Service Center; Hybrid opportunity available
Occasional travel within council jurisdiction

SUMMARY OF POSITION

The Salesforce Data Specialist provides excellent customer service through Volunteer Systems reporting and managing and creating programs in our online event registration system, gsEvents. They will also provide back-up support to Customer Care and IT through contact center management which includes providing customer solutions via phone and email response. The specialist also supports ongoing Salesforce training and IT hardware inventory management.

ACCOUNTABILITIES

- Own all aspects of gsEvents including program event creation, registration, finance, related case management, and reporting.
- Serve as gsEvents and Salesforce champion and knowledge expert; maintain current knowledge of Salesforce and gsEvents.
- Create and continually improve business processes related to gsEvents.
- Seek out solutions to system problems in gsEvents; Escalate unresolved issues to GSUSA (or other vendor as appropriate), monitor communication and action the resolution
- Collaborate with accounting and program departments to ensure accurate allocation of program and event income; utilize financial management components of Volunteer Systems (Hybris).
- Create and maintain Salesforce reports to include building, customizing and running reports to support other departments and data clean up.
- Interface with event owners across all departments to build complex events starting with limited input. Proactively ask appropriate questions and translate answers to fit system parameters.
- Maintain ownership of knowledge articles as related to events.
- Build and run reports to perform information/data audits to ensure data quality and validity.
- Respond to all inquiries in a high-quality, customer-friendly, timely and efficient manner that will yield overall customer satisfaction and ensure a professional image of the organization.
- Document customer contacts, responses and follow up in Salesforce to allow for continuity and consistency between staff and volunteers.
- Create and maintain Salesforce reports to include building, customizing and running reports to support other departments and data clean up.
- Interface with event owners across all departments to build complex events starting with limited input. Proactively ask appropriate questions and translate answers to fit system parameters.
- Aggregate data across multiple sources into merged reporting to support data-driven discussion, analysis, and decision-making.
- Complete data projects in various business systems with speed and accuracy.
- Support IT, retail and other business operations as needed.
- Engage cross-functionally with teammates to fully support annual council membership recruitment and retention plans

- Participate actively in developing environments that foster diversity, equity, inclusion and access through words, actions and attitude. Ensure work plans are designed to enhance the diversity of our membership.
- Perform other duties as necessary or assigned.

QUALIFICATIONS**Core Competencies**

- Data Quality
- Attention to Detail
- Data Prep
- Project Management
- Critical Thinking
- Problem Solving
- Relational Intelligence
- Customer Responsiveness
- Oral and Written Communication

Education, Experience, & Certifications

- Associate's degree in business management, data science or a closely related field or an equivalent combination of education and experience.
- Two or more years of experience in data entry and working in database environment.
- Proficient user of Microsoft Office suite including MS, Word, Outlook and PowerPoint. Intermediate-level skills in Microsoft Excel.

Additional Requirements

- Subscribe to the principles of the Girl Scout Movement and become and remain a registered member of GSUSA, Girl Scouts Carolinas Peaks to Piedmont.
- Commitment to providing top-notch customer service for all internal and external contacts with a desire to resolve customer inquiries on first contact.
- Proficient in council systems including but not limited to Salesforce, gsEvents, gsLearn; proficiency in Microsoft Office including Word, Outlook. Ability to learn and utilize new software.
- Excellent time management and organizational skills with ability to carry out a variety of responsibilities with multiple priorities and deadlines with limited supervision.
- Demonstrated ability and proficiency to perform accurate data compilation and entry and create reports.
- Demonstrated ability to work independently, as part of a team and perform as a self-starter, taking initiative and asking appropriate questions
- Willingness and ability to work regular and varied hours, including some evenings and weekends
- Successfully pass criminal and driver background investigation.
- Valid state-issued driver's license, valid auto insurance, acceptable driving record and access to a vehicle on a daily basis and willingness and ability to travel throughout the council's geographic area.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 35 pounds. The employee must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures and extensive reading. The employee must be able to operate a passenger car and drive throughout the council jurisdiction on an occasional basis.

DISCLOSURE & ACKNOWLEDGEMENT

The statements above reflect the essential functions and qualifications for this job, but should not be considered an all-inclusive listing. Employees may be asked to perform other duties as needed to ensure the smooth functioning of Council operations. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the Girl Scouts Carolinas Peaks to Piedmont are employees “at-will.” By signing below, I acknowledge I have read, understand and am able to successfully perform the responsibilities and requirements of this position as described.

Employee Signature

Date