

Salesforce Administrator Job Description template

Salesforce Administrator Job Description Template/Brief

We are searching for a Salesforce Administrator who will play a critical role in our organisation. We are seeking a proactive professional that can assist us in continuously improving and improving our Salesforce platform by gathering requirements and feedback and developing best practice solutions. Because the Salesforce user experience is so important to us, the Salesforce Administrator should enjoy all user management elements, including support tickets, training, and building solutions with user pleasure as a top focus.

We are searching for someone who has a solid grasp of the Salesforce platform and a solid drive to learn more. The Salesforce Administrator should feel at ease communicating with users and appreciate learning new business processes to transform them into technological solutions.

Salesforce Administrator Job Profile

Salesforce Administrators collaborate with stakeholders to develop system needs and tailor the platform. Simply put, they let users get the most out of Salesforce technology.

A Salesforce Admin is the person who best understands how to make the platform work for their organisation's goals.

Some organisations may only have one administrator, while others may have multiple. Colleagues of a Salesforce Administrator can rely on them to:

- Keep the platform running
- Make Salesforce as simple to use as possible for users of all technical levels
- Keep up to date on new platform tools, features, and upgrades

Reports To

- Sr. Salesforce Administrator

Salesforce Administrator Responsibilities

- Ensure that Salesforce systems and products work optimally
- Upgrade and setup Salesforce systems to ensure seamless connectivity
- Administrate Salesforce roles, profiles, share rules, processes, and groups
- Import leads, contacts, and other data from the sales department
- Manage the sales cloud and create custom reports and dashboards
- Carry out database maintenance operations such as diagnostic testing and duplicate entry cleanup
- Assessing and implementing new Salesforce versions, as well as providing training and support
- Keep track of procedures, such as error reports and changes to field history tables
- Prepare sales and other departments' reports

Salesforce Administrator Requirements & Skills

- An eagerness to improve the platform
- A drive to put best practices into action
- Salesforce product expertise and hands-on Sales Cloud administration experience
- Salesforce Administrator Certification
- A bachelor's/degree, master's, or a professional qualification
- Availability and responsiveness to inquiries
- Excellent interpersonal skills and the ability to communicate with stakeholders at all levels
- Collecting requirements and recommending technological solutions
- User training and development of training materials
- Knowledge of Salesforce sharing and security (roles, profiles, permissions, OWD, sharing rules)
- Implementation experience with Salesforce configuration modifications such as (but not limited to) Workflow, Process Builder, fields, page layouts, record types, custom settings, dashboards, and reports
- Exhibits a strong desire for ongoing personal/professional development