



Family Legal Care

Justice for All. One Family at a Time.

Part-time Salesforce and Data Administrator

Family Legal Care is a non-profit organization whose mission is to increase access to justice in New York State Family Court. We combine legal guidance, easy-to-access technology, and compassionate support to help unrepresented parents and caregivers self-advocate on critical family law issues, while working on reform that improves the system for everyone. To learn more, please visit familylegalcare.org.

Family Legal Care seeks a part-time **Salesforce and Data Administrator** to play a vital role in supporting Family Legal Care's programs, development, operations and administrative staff in all of our Salesforce and data needs. A highly organized and entrepreneurial individual, the Salesforce and Data Administrator reports to the Chief Development and External Affairs Officer and oversees the management and enhancement of the platform, maintains integrations with third-party apps and services, and leads the development and rollout of Salesforce-based solutions. The Administrator is also responsible for all data reporting needs for the organization's City and State government contracts, private foundation grants, and donors. This is an excellent opportunity for a technologist with a "can do" approach and robust project management skills, who is interested in applying innovation to help increase access to justice.

This position is part-time, not exceeding 29 hours per week, and fully remote. We offer a flexible work schedule, with the expectation to be available for emergencies. Family Legal Care has an excellent work environment that values professional growth, collegial support, and a healthy work-life balance.

Responsibilities include, but are not limited to:

Salesforce Management

- Oversee day-to-day activities and operations of a complex, customized Salesforce implementation.
- Maintain database integrity and function, working with staff to improve the Salesforce system to better meet their needs and streamline processes.
- Identify and manage projects to improve the organization's use of Salesforce, working with staff and potentially external developers to implement enhancements to the system, including reviewing, creating, and improving workflows and customized configurations.
- Work with staff across the organization who use Salesforce, providing training and continued support, including troubleshooting when issues arise.
- Conduct testing of Salesforce applications to identify and fix bugs, ensuring high-quality standards are met.
- Maintain and manage Salesforce integrations with third-party apps and services, including Sumo, Zapier, RingCentral and Outlook.
- Manage user roles, security, profiles, workflow rules, and other configuration options.
- Keep up to date with new Salesforce features, best practices, and releases through Salesforce and its community.
- Perform other duties as assigned.

Data and Software Administration:

- Produce data for all funder reporting needs, including government contracts, foundation grants, and individual donors.

- Create and edit customized data reports and dashboards in Salesforce and troubleshoot and fix issues as they arise.
- Export data from non-Salesforce sources, such as Google Analytics, Afterpattern, and the organization's Family Law Navigator.
- Maintain and troubleshoot any issues with the organization's software systems, including Ring Central, Comm100, Family Law Navigator and secure email form.
- Onboard and train new staff on the organization's software systems.
- Perform other duties as assigned.

Qualifications Required:

- A Bachelor's degree or equivalent experience, and at least 2-3 years of experience as Salesforce administrator, ideally for a nonprofit or government agency.
- Experience training and supporting non-technical staff in the use of Salesforce.
- Proficient with Salesforce tools, including roles, profiles, page layouts, custom objects, and record types—and good judgement deciding what tool to use.
- Proficient with data export, import, migrations, and database clean up, and use of Microsoft Excel to facilitate uploads and data transformations.
- Demonstrated analytical and problem-solving skills, as well as troubleshooting expertise.
- Ability to prioritize effectively and escalate issues as required.
- Exceptional project management skills and handling multiple deadlines at once for data deliverables.
- Strong interpersonal skills and the ability to build relationships across the organization with our caring and committed staff.
- Positive attitude and willingness to be adaptable to dynamic needs
- Experience with automation platforms such as Sumo and with managing the integrations between systems as plus.
- Salesforce Certified Administrator is a plus.
- Commitment to Family Legal Care's mission and values

Compensation and Benefits: The pay range for this part-time position is \$41 - \$47 per hour, not exceeding 29 hours per week. When determining compensation offers, we take into consideration pertinent years of experience and overall years of work experience to sustain internal equity. Family Legal Care offers a generous benefits package that includes our commuter benefit program, and a 403B Retirement Savings Plan that is matched up to 5% after one year of service. Family Legal Care also offers paid parental leave for those who are eligible, up to three weeks of paid vacation and sick time, and most importantly an excellent work-life balance.

Location: This position is fully remote, with optional in-person attendance at monthly staff meetings at our New York City-based office. Candidates outside the NYC-area are encouraged to apply.

D.E.I. Commitment: Family Legal Care is committed to hiring a diverse workforce. We believe in fostering a forward-thinking culture of Diversity Equity and Inclusion (DEI) within and outside of the organization which will help us achieve our goal of bridging the gaps that inequity has created. In serving under-resourced clients, it is vital that we all understand that DEI is an ever-changing concept, and because of that, we have to be in a constant state of learning and unlearning.

How to Apply: Please send a resume and cover letter to Liza Rosa by June 10, 2024, via email at HR@familylegalcare.org. Please put "Salesforce and Data Administrator" in the subject line. No phone calls please.

Family Legal Care is proud to be an Equal Opportunity Employer.

Learn more about Family Legal Care at www.familylegalcare.org