



**The Role:** As the Salesforce and Systems Administrator at the Joe Andruzzi Foundation, you will be at the heart of our mission, propelling our CRM strategies and systems forward to make a life-changing impact. In this pivotal role, you're not just managing data; you're crafting the digital ecosystem that enables us to extend our reach to New England cancer patients in need. With your expertise, we'll turn insights into action, streamline our processes, and ignite the powerful connection between our work and the positive outcomes it yields for the families we serve. Your technical mastery and creative vision will be the driving force behind our operational excellence, ensuring every click and code elevates our ability to deliver hope and support when it's needed most. Join us and lead the way in harnessing the transformative power of technology to help us write success stories, one patient at a time.

**Your Impact:** By keeping our leaders on track, you facilitate our ability to support more families, expand our growth, and push closer to a world without financial barriers to cancer care. You'll lead project initiatives, prepare vital briefings, and organize strategic meetings and events that propel our mission forward. Your role is critical in maintaining the momentum of our work, allowing our leaders to focus on strategic decisions and partnerships that enhance our reach and effectiveness.

**Join Us:** If you're a proactive, detail-oriented professional who thrives in a dynamic environment and is passionate about making a difference, we want you. This isn't just any operational role—it's a chance to be at the heart of a foundation that changes lives daily. Work alongside dedicated professionals in a supportive and uplifting environment where your contribution is not only recognized but celebrated.

Step into a position that transcends the typical—drive change with us at JAF.

#### **Job Description**

##### **Position Title**

Salesforce and Systems Administrator

##### **Reporting to**

President and CEO

##### **Location**

Hybrid (in-office days, T/W/Th)

#### **Organizational Overview**

The Joe Andruzzi Foundation (JAF) serves New England cancer patients who are experiencing financial and emotional stress due to a cancer diagnosis. Cancer-driven income loss and rising out-of-pocket costs can leave families laboring to cover their everyday needs. Research links this economic strain - Financial Toxicity - with poorer health outcomes. Because bills cannot be left unpaid due to a diagnosis, JAF Programs help alleviate financial stress by assisting with rent/mortgage payments, utilities, food, and other essential household expenses. This allows patients and families to focus on accessing cancer care and their health.

#### **Position Summary**

The Joe Andruzzi Foundation (JAF) Salesforce and Systems Administrator guides the strategic development and optimization of the CRM to align with the organization's mission and objectives. This role is to institute efficient and effective systems to increase the organization's productivity while maintaining a creative spark that drives the JAF vision and ultimately provides access and facilitates positive outcomes for the patients the Foundation serves.

By examining the business processes at JAF and in consultation with the team, the Salesforce and Systems Administrator identifies the necessary systems to support the Foundation operations and builds solutions that ensure Salesforce is optimized, allowing users to work more efficiently and have greater insights into the behaviors and activities that enable them to meet JAF's objectives.

**The Salesforce and Systems Administrator will have a broad range of responsibilities, including but not limited to the following:**

- **Assess Business Needs:**
  - Evaluate the Foundation’s current processes and future system needs by meeting with stakeholders to gather information.
  - Analyze current processes, technologies, and capacities to identify enhancement opportunities for better effectiveness.
- **Manage Vendor Relationships:**
  - Manage relationships with Salesforce developers/advisors (Craftsman Technology Group) and other System vendors.
  - Collaborate with senior executives on Salesforce and third-party app integrations.
  - Stay updated on Salesforce developments and best practices to implement into the CRM system.
- **Determine Project Scope and Requirements:**
  - Work with executives and external partners to define the project scope and requirements.
  - Prepare reports outlining project specifications and ensure alignment with overall goals.
  - Make project recommendations based on the data collected.
- **Oversee System:**
  - Manage feature requests and upgrades for Salesforce development, marketing, and program environments.
  - Maintain data sync between Classy and Salesforce.
  - Collaborate with Salesforce developers/advisors (CTG) to:
    - Build and manage custom reports and dashboards that are accessible and straightforward for staff.
    - Prioritize and resolve staff support requests as they come in, including but not limited to data uploads, report and dashboard creation, automation, user experience design, bug fixes, forgotten passwords, and process improvements.
    - Develop and maintain naming conventions for Salesforce elements to enhance system usability.
    - Handle new user setups and deactivation based on business needs.
  - Conduct data cleaning and verification, manage the cleaning process, analyze data, and synthesize multiple kinds of data to produce summaries and key findings across data systems.
  - Facilitate complex uploads and mass updates.
  - Create and maintain user documentation of Salesforce functionality, workflows, and business processes.
  - Train staff on Salesforce (onboarding and continuing education) to enhance skills, increase user adoption, and support successful change management across the organization.
- **Project Testing:**
  - Oversee system and project testing to meet functional requirements.
  - Conduct usability and user acceptance tests before and after deployment.
  - Gather user feedback to improve system functionality and reliability.
  - Communicate the status of features and enhancements to the internal team and users.

**Qualifications**

- Education: Bachelor's degree or equivalent combination of education and experience required
- Experience: A minimum of 4 years of relevant experience in an administrative, operations, or related role
- All JAF employees have the following responsibilities:
  - Represent JAF's principles, values, culture, and community investment philosophy
  - Build strong relationships based on trust, mutual respect, humility, equity, and partnership
  - Actively inspire, engage, and provide support to JAF Partners
  - Actively support the organization's growth and development goals

## Required Competencies

- Two years of experience as a Salesforce Administrator, preferably in a non-profit organization
- Excellent technical documentation skills
- Demonstrated ability to interface effectively and collaborate with peers and management to develop and support solutions.
- Demonstrated critical thinking skills; ability to analyze information and make sound decisions accurately
- Salesforce Certified Administrator
- Proven track record of building trusting relationships and working effectively across different settings, communities, and issues – with people of diverse backgrounds, perspectives, and cultures
- Ability to maintain confidentiality
- Strong organizational skills, detail-oriented, and efficient
- The knowledge and willingness to be flexible
- A solid commitment to high-quality work, customer service, and high productivity
- A high degree of initiative and independent judgment
- The ability to work under pressure and handle multiple tasks at one time
- Excellent written and verbal communication skills

## Salary and Benefits

This is a full-time, exempt position with a competitive salary range of \$70,000 to \$77,000 annually. The range was established after a comprehensive market data analysis and industry benchmarks.

In addition to the base salary, we offer a comprehensive benefits package that includes, but is not limited to:

- Generous Paid Time Off (PTO), including the week between Christmas and New Year's Day
- Paid holidays
- Medical and dental insurance
- Flexible spending accounts
- 401k retirement plan

**To Apply:** Please submit a cover letter and resume to [openings@joeandrufffoundation.org](mailto:openings@joeandrufffoundation.org)

*Joe Andruff Foundation is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply for this position.*