

About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers. Our solutions are designed to create high-impact, systemic change by directly serving both individuals and institutions. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives. For over 25 years, we've worked side by side with workers, collected vast data and qualitative insights about the financial challenges they face, and built strategic partnerships across the financial services ecosystem.

Our work is grounded in our understanding that our economy was founded on and has grown through racist policies and institutions, which have depleted the wealth and the economic mobility of people of color. Therefore, we serve our clients cognizant of the structural inequities that are their reality today and that live within their personal histories. This lens informs all our efforts, from our direct services to the way we share insights with peers, policymakers and the market.

Position Details

Neighborhood Trust Financial Partners seeks a Senior Salesforce Administrator to enhance the organization's capacity to build and deliver increasingly complex and concurrent technology projects for Neighborhood Trust's clients, staff, and partner organizations. At the heart of Neighborhood Trust's ambitious technology agenda is our Salesforce database, built on the Sales and Service Cloud, incorporating the Salesforce.org Non-profit Starter Pack and leveraging a number of third-party applications.

The successful candidate for this position will be a passionate systems professional with existing experience in an end user and admin/support capacity. They will embrace ownership of our entire Salesforce instance - ranging from the development and roll-out of new features to effective troubleshooting in the face of challenges. The Senior Salesforce Administrator will work closely with a junior Salesforce admin, the Product team and various department heads. Attention to detail, operational effectiveness, initiative, a desire to learn and grow, and an interest in the not-for-profit sector are key attributes for a successful candidate in this position.

While periodic travel will be required to our headquarters in New York City, this position can be performed remotely and candidates located anywhere in the U.S. are encouraged to apply.

Principal Responsibilities:

- Take full ownership of our Salesforce instance, navigating day-to-day operational needs within a thoughtful longer-term vision
- Manage support requests from 40+ users (initial diagnostic response, testing & recreations)
- Process user management requests (license assignment, user support)
- Perform regular system processing (data exports, basic ETL, external system process execution)
- Implement declarative changes to Salesforce platform
- Assess and deliver analytics needs (gather needs, create specifications, assist creation)
- Verify data and custom database behavior (data integrity, QA, regression testing)
- Conduct preliminary technology product assessment and evaluations
- Oversee all aspects of third-party applications, including relationship management, operational and financial logistics
- Communicate effectively with senior leadership, diverse teams and end users

Skills and Requirements:

- Alignment with [core organizational values](#)
- 2 years of work experience on a Salesforce.com platform as a System Administrator or equivalent with working knowledge of Sales and Service Cloud
- Must be Salesforce Certified Administrator
- Experience in a Scrum / Agile environment
- Advanced Administrator Certification a plus
- Pardot experience a plus
- Tableau experience a plus
- Ability to effectively deliver complex, technical ideas in a clear and concise format
- Desire to learn, build knowledge, and solve problems
- Collaborative work style and team ethic
- Ability to manage work and contribute to a number of concurrent projects

Compensation and Benefits Package:

- Salary: Competitive and commensurate with skills and experience
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K - \$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year— 12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day

To Apply:

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Please send resume and cover letter to cgerhardt@neighborhoodtrust.org with the subject line "Senior Salesforce Administrator".

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.