

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.

About Your Role

You are an experienced Salesforce Administrator who wants to join a growing product team to enhance the organization's capacity to build and deliver increasingly complex technology projects. Salesforce is central to our products and we also want to assure that all of our tech stack is best in class. You are a passionate technology systems professional with a strong desire to mentor a more junior Salesforce professional while growing your own skills to go beyond Salesforce.

Your Responsibilities:

The Associate Director is responsible for the administration, training, and customizations to our two Salesforce instances by supervising & mentoring a Salesforce Administrator and by providing technical expertise. They also will be responsible for contributing to the design, execution, and maintenance of information security and risk management product-wide policies and procedures. They will report to the Director of Product Services.

Specific responsibilities include:

- Supervise and mentor an early career Salesforce Administrator
- Manage contracts and relationships with outsourced engineering consultants.

- Strategic management, including assessment, delivery of technical specifications, budgeting, and implementation of significant new product features that require major changes to the Salesforce platform.
- In collaboration with other staff and consultants, develop, execute and maintain technology policies & procedures for information security and risk management.
- Contribute to the assessment of the utility of new technology, both Salesforce and non-Salesforce, to meet our strategic product needs. Implement new technologies as needed.
- Create and manage training and support documentation

What You Bring:

- Alignment with [core organizational values](#)
- 5+ years of experience as a Salesforce System Administrator preferably in a financial services or nonprofit setting.
- Salesforce 3rd party application experience such as texting, phone calls, and form design.
- Experience supervising and mentoring staff who are building technical skills
- 3+ years of experience with digital product development using SCRUM and Agile methodologies.
- Ability to effectively communicate complex, technical ideas in a clear and concise format to non-technical audiences
- Experience writing policies and procedures about technical topics for non-technical audiences
- Experience overseeing multiple streams of work and prioritizing methods that include obtaining stakeholder buy-in.
- Knowledge of industry best practices for information security and risk management.
- Desire to learn, build knowledge, and solve problems
- Collaborative work style and team ethic

Position Details:

- Status: Full-time, exempt
- Reports to: Director of Product Services
- Location: 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.

Compensation and Benefits Package:

- Salary: \$80K - \$110K annually, commensurate with 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
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

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 mgopnik@neighborhoodtrust.org with the subject line "Associate Director of Technology".

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.