Organization: Results for America
Role: Senior Manager, What Works Cities Systems and Platforms Administrator
Location: Remote/flexible

Organization Overview

Results for America (RFA) is the leading, national nonprofit organization helping policymakers at all levels of government harness the power of evidence and data to solve the world's greatest challenges. Our mission is to make investing in what works the "new normal," so that, one day, all government leaders use rigorous evidence and quality data to inform important policy and funding decisions. We believe that data-driven and evidence-based policy decisions could significantly increase the impact of the over $1 trillion that governments spend annually to advance economic mobility and racial equity.

Founded in 2012, RFA spent its first three years partnering with policy innovators to build the credibility of evidence-based policymaking, securing early and important wins in education, expanding its work to multiple levels of government and driving awareness and demand through carefully orchestrated education and communication campaigns. During its second phase (2015-2018), RFA worked to demonstrate the power of evidence-based policymaking in ways that resonate with an even broader universe of elected officials and policymakers. Now in its third phase of work, RFA intends to demonstrate that governments at all levels can make faster, more lasting progress in accelerating economic mobility for residents when they use evidence and data in decision-making. By creating specific issue-area wins, RFA will further cement support for evidence-based policymaking among all policymakers as the "new normal."

Department Overview

This position is housed within the Impact Team, focusing exclusively on the What Works Cities initiative.

The Impact Team works closely with RFA practice leads, program leads, and operational staff to lead an ambitious project to develop and harmonize RFA's technology infrastructure through the significant expansion of a Salesforce-based ecosystem, integration of related solutions, and the addition of reporting and analytics tools. This team is responsible for ensuring RFA's technology portfolio meets the strategic needs of RFA's complex and continually evolving programs.

While, What Works Cities, launched in 2015 by Bloomberg Philanthropies and led by Results for America, established the first-of-its-kind standard of excellence for data-driven, well-managed local government. What Works Cities Certification recognizes and celebrates local governments for their exceptional use of data to inform policy decisions, allocate funding, improve services, evaluate the effectiveness of programs and engage residents. The What Works Cities Certification journey begins for cities with the completion of an online self-assessment to benchmark their progress on data-driven governance. Upon completion of the self-assessment, each city receives a customized roadmap and an invitation to join the What Works Cities Community. The What Works Cities Community includes exclusive access to a broad ecosystem of expert partners who lead how-to sprints, coaching, peer connections, a resource bank, a city leaderboard, an online community forum, and more. Together, the Assessment and Community support cities in their efforts to achieve Silver, Gold, or Platinum Certification.

Position Overview

Results for America is seeking a driven professional, who works well in a virtual team environment, to join the Impact Team with a dedicated focus on the What Works Cities initiative. We are looking for a dynamic, detail-oriented, and strategic leader to guide the deeper functionality and integration of Salesforce and other platforms into the WWC team's daily operations to strengthen program delivery, impact reporting and identify development efficiencies to create a stronger team, city partner, and vendor experience. We are

seeking a candidate who will be a leading thought partner to the WWC team as they seek to innovate and create a seamless user experience.

Position Reporting Relationship
This position will report to the Director, Technology and Impact Systems with a dotted line to the Managing Director of What Works Cities.

Position Responsibilities
The responsibilities of the Senior Manager, What Works Cities Systems and Platforms Administrator will fall into 3 main categories: Salesforce Administrative Support; Salesforce Database and Report Development; and System and Platform improvement Advisor. Specific details include, but are not restricted to, the following:

Salesforce Administrative Support (40%)
- Provide direct support to cities, WWC partners, and vendors to troubleshoot any issues that arise with the What Works Cities Online Assessment Portal and/or Community Forum platform;
- Lead on all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, and sharing rules;
- Facilitate new user and ongoing user training to ensure the What Works Cities team is well versed in Salesforce;
- Develop and maintain technical documentation to inform system and platform decision-making; and
- Manage the Salesforce Sandbox environment.

Salesforce Database and Report Development (40%)

- Ensuring all data collected by the WWC team is integrate-able into RFA's primary data management solution (i.e Salesforce). Where needed, strategically advise and provide recommendations for other database solutions and integration capabilities that support development while aligning with the goals of the primary data management solution;
- Provide direct Salesforce support and maintenance for all programmatic and data collection & retrieval needs across the WWC initiative;
- Lead on the building and refining of dashboards and reports in Salesforce to support both program, progress-tracking, and impact-related needs; and
- Support the implementation of WWC's core program, including the rollout and ongoing maintenance of the Assessment Portal and Community Forum (including Salesforce NPSP, Tableau CRM, Experience Cloud, multiple language support, integration with the Higher Logic platform, etc.).

System and Platform Improvement Advisor (20%)
- Collaborate with WWC leadership to determine whether there are process or structural improvements necessary to WWC's data management system to ensure efficient and accurate collection, storage, and usage of all WWC data;
- Serve as a cross-team strategic thought partner to highlight opportunities to leverage existing system and platform development as well as identify risks;
- Proactively conduct system maintenance including Security Reviews, Release Updates, Health Check, and Optimizer;
- Participate in RFA-wide working groups to ensure collaboration and data integration aligns with the WWC initiative and tools; and
- Act as an advisor on current and future system and platform vendors.

Position Requirements
Experience
- A Bachelor's degree is required with an additional 8 to 10 years of work experience or related graduate experience strongly preferred;
- Salesforce Administrator Certification required;
- Experienced with and passionate about government innovation at the local level; and
- Experience managing and coordinating simultaneous projects and successfully prioritizing multiple tasks within a fast-paced initiative.

Successful candidates for this position will have a solid track record of experience with:
- Advanced Salesforce administration and at least 3+ years of Salesforce Administration hands-on experience with Sales Cloud and Experience Cloud;
- Tableau CRM administration, including dashboard and dataflow creations;
- Data management of a complex custom data model;
- Data loader, Workbench, or similar;
- Proven experience in project management and helping many organizations go through a simple process, including experience using Google Suite, Asana, Excel, and Tableau.; and
- PMP / Lean Six Sigma Certification and work experience with the same is a plus.

And, they will have expertise in:
- Ability to grasp and explain complex technical concepts;
- Ability to communicate technical concepts with non-technical audiences;
- Consultative expertise to contribute to making decisions about technical approaches;
- Experience Cloud development vendor to manage enhancement solutions and bug resolutions that are in line with the overarching vision for the tech stack; and
- Ability to translate business needs into technical solutions.

Competencies/Skills
- Strong familiarity with any of the following topics: data management and governance, data analytics, organizational performance management, community engagement, digital transformation, evidence-based policymaking;
- Demonstrated strong system user support and relationship-building skills;
- Excellent presentation, analytical and verbal and written communications skills;
- Exhibit a strong work ethic and solid organizational skills, including attention to detail, time management, and the ability to manage and coordinate simultaneous projects and successfully prioritize among multiple tasks;

- Self-starter with the ability to work independently in a very fast-paced, results-oriented workplace;
- Ability to think creatively and incorporate creative insights into product and process design;
- A commitment to a collegial workplace;
- Strong commitment to the Results for America mission and vision; and
- Strong commitment to RFA's diversity, equality, and inclusion commitments.

Salary and Benefits

At Results for America, all staff members currently receive a compensation package that includes: (1) a salary aligned with RFA's position level and salary bands and against similar nonprofit organizations; and (2) a suite of benefits that includes a choice of medical and/or vision and dental care, paid time off, a 403b retirement plan with employer match, and education and commuter benefits. The salary range for this position is $82,000-98,000.

How to Apply

To apply for this position, please send your cover letter and resume to recruiting@results4america.org. The subject line of your email should read "YOUR NAME –Senior Manager, What Works Cities Systems and Platforms Administrator".

RFA is an equal opportunity employer that values/celebrates diversity and that follows a policy of making all employment decisions and personnel actions without regard to race, color, religion, national origin, sex, age, marital status, partnership status, personal appearance, sexual orientation, gender identity or expression, genetic information, family responsibilities, matriculation, political affiliation, disability, status as a victim of domestic violence, sexual offenses or stalking, military status, veteran status or any other category protected under federal, state or local law.