



Organization: Results for America

Role: Senior Manager, Salesforce System Administration & Data Analytics

Location: 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

RFA is building a new Impact & Learning Team to lead on data infrastructure management, data analysis, facilitating focused conversations about data and performance and following through on rigorously measuring impact. RFA desires to effectively 'roll up' data it already collects via local, state, and federal government data and evidence [standards of excellence](#) and create new metrics where needed to 'draw the dots' to key population-level outcomes both within and across RFA programs.

Position Overview

The Senior Manager, Salesforce System Administration & Data Analytics will report to the Technology and Impact Systems (TIS) Director, and work closely with the RFA practice leads, program leads, and operational staff to lead and support RFA's Salesforce implementation and expansion that supports RFA's measurement of its program-level and organization-level impact. This role is expected to not only support RFA's Salesforce users and integration with other technology platforms but also create meaningful data analysis and visualization that supports strategic and operational decision-making, and the communication of impact to a broad range of internal and external stakeholders including executive management and board leadership; City, State, and Federal partners; and the media. This staff member

will collaborate with the program and operational teams to tell data-informed stories about RFA's work, and, to make sure reporting requirements are met, will assist in leveraging RFA's data, processes, and reports, and help program staff to use data successfully.

The ideal candidate for this position is a critical, independent thinker with a proven expertise of managing a Salesforce platform and a deep understanding of quantitative data analysis approaches and methodologies. At the same time, it is equally important that the candidate brings a highly adept level of communication skills to this role to be able to train nontechnical staff to use data systems and translate findings across programs and functions, and across different audiences and levels of familiarity with data and technology.

In a shared services capacity, the Senior Manager, Salesforce System Administration & Data Analytics will not supervise staff directly but will be in charge of managing the success of Salesforce implementation projects involving the staff of different programs.

Position Reporting Relationship

The Senior Manager, Salesforce System Administration & Data Analytics will report to RFA's Technology and Impact Systems (TIS) Director and work closely with RFA's senior leaders.

Position Responsibilities

Duties for this position will include, but not be limited to, the following:

Salesforce Implementation and Administration [40%]

- Support the implementation of Salesforce agency wide by identifying and gathering requirements, translating into Salesforce configurations;
- Provide direct Salesforce support and maintenance for all programmatic and data collection & retrieval needs across RFA programs;
- Manage Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards and reports
- Sandbox environment management
- Identify unused or underutilized platform features and develop and maintain technical documentation to inform system and platform decision-making
- Own the communication of any platform changes to end users and stakeholders
- Proactive system maintenance including Security Reviews, Release Updates, Health Check, and Optimizer to improve Salesforce data quality, implementing rules and automation as needed
- Working with integrated applications including AirTable, Higher Logic, Mailchimp etc.

Data Analysis, Report and Visualization Development (30%)

- Lead on the building and refining of dashboards and reports in Salesforce to support both program, progress-tracking, and impact-related needs; and
- 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.
- Support development of reports and presentations for a range of technical and non-technical audiences to share results and impact;

- Clearly communicates results verbally and in writing; prepare briefs, memos, presentations, copy for inclusion in other materials, and training materials to support effective communication;

User Support and training (30%)

- Creating user support ticketing system and handle user support tickets;
- Provide new user and ongoing user training to RFA Salesforce users;
- Lead on all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, and sharing rules.

All RFA employees are expected to participate in the organization's diversity, equity, and inclusion (DEI) efforts.

Qualifications

Education and professional background

Required Experience

- A Bachelor's degree is required with an additional 8 to 10 years of work experience;
- 2-3 years of Management experience; and
- Salesforce Administrator Certification.

Preferred Experience

- Advanced Salesforce Administrator Certification and 3+ years of Salesforce Administration hands-on experience with NPSP and Experience Cloud;
- Tableau Analytics administration, including dashboard and dataflow creations;
- Data management of a complex custom data model;
- Data loader, Workbench, DemandTools or similar; and
- Proven experience in project management.

Competencies/Skills

- Strong strategic planning skills to ensure organizational visibility and alignment;
- Ability to prioritize work projects and to multi-task, with demonstrated experience delegating tasks;
- Excellent oral and written communication skills, including the ability to communicate findings from highly technical analyses and data to non-technical audiences;
- Excellent interpersonal skills, including demonstrated ability to build trust and credibility with senior leaders and stakeholders quickly;
- Ability to work independently with minimal supervision; and
- Strong commitment to the Results for America mission and vision, and a drive to always bring the conversation back to outcomes.

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, Salesforce System Administration & Data Analytics".

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.