Database Strategy and Salesforce Administrator

New York, New York

To Apply

Please visit the [Application Portal here](). Candidates are encouraged to apply as soon as possible. Due to volume, only those candidates considered for an interview will be contacted.

About Ownership Works

Ownership Works is a fast-growing organization with a mission to increase prosperity through shared ownership at work. We partner with companies and investors to implement innovative shared ownership programs that make every employee an owner and honor the collective effort behind a company's success.

Ownership Works was founded in 2021 to scale shared ownership as a pathway to maximizing wealth creation for workers, addressing economic insecurity, and strengthening companies. Our partners manage over a trillion dollars in assets and employ over a million people.

Ownership Works is building a team of outstanding leaders and professionals to guide investors and companies through the process of sharing ownership and to evaluate the impact of these programs.

About the Position

Ownership Works is seeking a self-motivated and ambitious professional interested in a challenging role that will help them develop their career as a Database Management professional and CRM Administrator.

The Database Administrator will be responsible for our Data & Research Program and the day-to-day configuration, support, maintenance, and improvement of our Salesforce organization. This person works closely with all team members of Ownership Works to identify, develop, and deploy new processes and enhance existing processes to support the organization's needs. This role is part technical project manager, part administrator, and part analyst. This person will document and share the models for best practices to maximize the value of Ownership Works' resources in Salesforce and other database platforms. As a young organization, this role will be essential for helping us scale our mission and programs. As

Ownership Works grows, this role will be uniquely positioned to take on increasing responsibility and larger independent projects.

The ideal candidate will be a self-starter who has a builder's mindset and will roll up their sleeves to create key infrastructure for a start-up organization. The ideal candidate will have a strong knack for details, a low ego, an entrepreneurial spirit, and strive to meet the highest standards in nonprofit operations. This position reports to the Director, Operations & Finance and will work closely with and support the Business Engagement team.

Responsibilities:

Data Architecture, Administration & Research (45%):
- Serves as the primary technical project manager for the Data & Research program stand-up and implementation, including software selection and data migration
- Manage the collection, de-identification, processing, and storage of external partner company data (e.g., employee demographics, survey responses, business KPIs and Ownership Works proprietary materials)
- Generate team guidelines, operating principles, data governance processes, and training for collecting and inputting data
- Conduct troubleshooting on data quality and management and develop solutions for improvement
- Manage the integration of Data & Research program platform into our Salesforce CRM, aligning the two across key areas including relationship management, impact reporting, etc.
- Lead data visualization and dashboard creation to help drive business decisions and strategy

Salesforce (45%):
- Serves as primary technical project manager of Ownership Works' Salesforce organization
- Handles all basic administrative functions including user maintenance, permission sets, licenses, sharing rules, modification of page layouts, generation of reports and dashboards, creation of new fields, data entry and other routine tasks
- Collaborates with various Ownership Works team members (and the CRM implementation consultants) to gather detailed requests for improvements or changes to the system and implement these changes as appropriate (i.e., receives and processes user requests, proposes and builds out a solution, and then tests, refines, and pushes solution into production)
- Manages integrations and improvements and collaborates with an outside vendor (Galvin Tech) to design and implement when appropriate; manages Salesforce tools like Pardot, Einstein, and others and supports the team's use of them
- Trains and provides on-going troubleshooting for users on all aspects of using the shared system and grows the Salesforce skillset across the organization
- Creates and documents company processes and workflows including a full integrations map and data dictionary of the system
- Supports the team in discrete data migration and data cleaning projects

- Identifies upcoming Salesforce platform launches and releases, assesses how they relate to Ownership Works' implementation, and manages integration (with external vendor if necessary)
- Automates processes using Salesforce tools such as flow automation and has familiarity with migrating process builder and workflow rules into flows

Other IT related responsibilities (10%)
- Analyze technical processes, technologies, and vendors continually to find areas of improvement, support employee training and provide technical support when needed
- Provide support for additional database management platforms and projects as the organization brings them online, including QGiv, Double the Donate, etc.
- Assist team with data and operational tasks and projects at the request of supervisors
- Ownership of data security and policies. The ideal candidate will have a POV regarding AI/ChatGPI and policies related to this technology
- Owner of IT roadmap, capacity planning, and demands

Qualifications

- 5-10 years' experience with complex project management and nonprofit or private sector back-of-house operations
- Fluency with at least one data visualization software (e.g., Microsoft PowerBI, Tableau, etc.) and some experience with advanced programming languages (e.g. SQL).
- Experience with automation software (e.g., Alteryx)
- An understanding or willingness to learn how to effectively leverage ChatGPT and other AI platforms for database management and other technical projects
- 1-3 years' Salesforce administration experience (workflows, page layouts, training, customizations, dashboards, record types, custom objects, validations, profiles, roles) with the ability to build custom apps and objects, formula fields, automation processes, custom views, and other content of intermediate complexity
- Experience managing Salesforce integrations (Mailchimp, Pardot), donation platforms (QGiv and Double the Donate), and other integrations (QuickBooks, Outlook, etc.)
- Salesforce Admin (ADM201 and ADM211) certified preferred

Skills & Qualities

- Superior organizational skills; an ability to maintain constant attention to detail (*the* cornerstone of this role); strong instinct to proactively document everything
- Exceptional project management skills that enable the execution of complex, multi-stakeholder projects over short-, medium-, and long-term timelines

- Capable of adjusting quickly to shifting priorities; interested in being a proactive, positive member of an evolving team
- Highly responsive, accountable, and collaborative
- Passion for social justice and the mission of Ownership Works; interest in working at a dynamic and growing start-up nonprofit organization

Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. At Ownership Works, we are dedicated to building a diverse and inclusive workplace, so if you're excited about this position but your experience doesn't precisely align with every qualification, please still consider applying!

Equal Opportunity Employer

Ownership Works is an Equal Opportunity Employer. Women, people of color, people with disabilities, LGBTQIA persons, and veterans are encouraged to apply.

Base Salary Compensation Range

The compensation available for the role considers a variety of factors including, but not limited to, work location, individual skill set, previous/applicable experience, and other business needs. The estimated salary range for individuals who work in New York City is $100,000 - $140,000 per annum plus bonus.

Benefits

Excellent health, vision, and dental care benefits for you and your family. Unlimited paid time off. 401(k) retirement plan with generous employer contributions.

Location

Ownership Works is building a New York City based team. We will have an office-centric hybrid work model that prioritizes the health and safety of our staff and partners. The role will include some travel.