



Database Administrator Job Announcement

Position Title: Database Administrator
Job Type: Non-exempt
Location: Sacramento, California

The mission of RedRover is to bring animals out of crisis and strengthen the bond between people and animals through emergency sheltering, disaster relief services, financial assistance and education. RedRover accomplishes its mission by engaging volunteers and supporters, collaborating with others and maximizing the use of online technology. Based in Sacramento, California, RedRover operates programs for animals in crisis or in need across the nation and is best known for its RedRover Responders program, which trains and deploys thousands of volunteers who come to the aid of animal victims of disasters and other emergencies.

PART I: Overview of Position

RedRover is looking for an upbeat, dynamic skilled Database Administrator to lead the ongoing development of constituent relationship management system built on the Salesforce Sales Cloud platform with the Nonprofit Success Pack. The Database Administrator is responsible for the day-to-day configuration, support, maintenance and improvement of our implementation.

The successful Database Administrator must have truly exceptional attention to detail, strong spelling skills, extensive knowledge of computers and a solid understanding of databases, with preference given to candidates who possess certification in Salesforce administration. The Database Administrator must possess superior interpersonal skills, a demonstrated passion for helping people and animals, excellent organizational skills, the ability to work well on a team and the unique skill to balance and prioritize multiple tasks in a fast-paced work environment while maintaining a positive and professional attitude and demeanor.

Part II: Essential Duties and Responsibilities

Salesforce platform configuration and customization

- Declarative User Interface:
 - Configure Users, Profiles, Role Creation/Maintenance, Permission Sets
 - Create Custom Objects
 - Create Custom and Formula Fields
 - Validation Rules
 - Page Layouts and List Views
 - Workflows & Approvals
 - Process Builder
- Security Policies: Password requirements, two-factor authentication

Data Integrity

- Create and administer proper data entry procedures
- Perform data clean up, end user training and advise on best practices for each department use cases
- Develop, maintain, and perform processes to continuously monitor data quality and integrity
- Create, maintain and improve processes for data import from external sources

Reports / Dashboards

- Create ad hoc reports as needed
- Gather requirements and create dashboards for senior management and departmental leaders
- Create report templates for department use

Third-Party Applications

- Maintain the integration of existing third-party applications including Salesforce Marketing Cloud, Classy, GenDoc and DemandTools
- Integrate G Suite with Salesforce (future)

Other Duties

- Provide support to users and act as the liaison to Salesforce Support.
- Utilize the Power of Us Hub to troubleshoot and solve issues and learn how other nonprofits utilize the platform
- Maintain knowledge of the Nonprofit Success Pack
- Lead the support of other technology systems currently used by the organization including G Suite, Windows and Office
- Technical Project Manager for time-limited, technology related projects
- Business Analyst working closely with functional leaders, organizational units, and subject matter experts to identify develop and deploy new business processes in Fundraising, Marketing, Outreach and our core programs.
- Other duties may be assigned

PART III: Reporting Structure

This position reports directly to RedRover's Director of Development.

PART IV: Position Qualifications

Education and/or Experience: A minimum of 2-years of college education; Bachelor of Arts degree preferred. Within 1 year, an individual will need to be fully competent in Salesforce (CRM system).

Required Certification(s): None

Preferred Certification(s): Salesforce Certified Administrator, Salesforce Certified Sales Cloud Consultant

This position requires a diligent effort to promote, protect and enhance the reputation and image of RedRover and its brand attributes: **Caring, Respected, Unwavering, Inspirational, Vigilant.** Attitude and behavior should attempt to elicit a favorable reaction from the membership, volunteers and the public and align with our mission and brand. Qualified candidates must also

be willing to accommodate animals in the workplace, maintain confidentiality and possess a valid California driver's license, car insurance and reliable transportation.

Application Instructions: Please email cover letter and resume to employment@RedRover.org with - "Database Administrator" - in the subject line. Position will remain open until filled. Please follow these application instructions as only complete submissions will be reviewed and considered. Visit RedRover.org/employment for more information.