



JOB TITLE: Salesforce Analyst

Job Description

Description

The Salesforce Analyst works with the Sales Operations and Sales leaders globally. The Analyst will oversee Global Salesforce improvements. Scope of work will include requirements gathering, project management, development work, and salesforce administration. In addition, the Salesforce analyst will analyze data quality of Salesforce and related data.

Essential Duties and Responsibilities

The duties listed below are intended only as examples of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Administration

- User management within the Salesforce environment
- Ensure completeness and quality of Sales data in systems: Salesforce, Power BI, LinkedIn Sales Navigator, etc
- Collecting and managing agreements and monitoring data quality of agreements
- Provides occasional support for team members in the field
- Provide support on various technical systems during the Sales process including: Salesforce, LinkedIn Sales Navigator, and similar
- Ensure Sales Process remains timely and accurate
- Dealing with SSO, two-factor authentication, and certificate problems
- Fixing data records or mass loading data where necessary
- Documentation of the Salesforce instance
- Identify areas of process improvement and provide suggestions to Sales Operations lead

Process and Development

- Work closely with all stakeholders to gather requirements on Salesforce system changes
- Cooperate with the Sales Operations lead to develop a timeframe and implementation schedule
- Develop requirements, process maps, and document technical specifications
- Develop and administer changes in Salesforce Sales Cloud
- Rollout new feature sets and communicate changes to the greater salesforce stakeholders
- Create process automation where possible to automate manual tasks
- Manage the integration and APIs between Salesforce and external systems

Analysis

- Data Quality expert. Reports and analysis delivered by Salesforce Analyst are expected to have 100% accuracy
- Work closely with leadership teams to develop ad-hoc reports and analysis
- Analyze, manipulate, and validate data ranging from Sales Funnel, Revenue, Quality, and Supply chain
- Set up and manage concurrent and ad-hoc reports and ensure data validity



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- Create and manage adoption analytics, provide recommendations for greater adoption

Position Requirements

Formal Education & Certification

- Bachelor's degree required
- Study in the field of Economics, Sales, Business Administration, Information Systems, Analytics or similar
- Salesforce Administrator certification preferred

Knowledge & Experience

- 2+ years in sales, economics, or sales operations is preferred
- Expert in salesforce administration, 2+ years of Salesforce administrator or development work required
- Good written, oral, and interpersonal communication skills.
- APEX, Javascript, REST API knowledge extremely desired
- Experience building reports in excel or BI tools required
- Strong documentation skills and ability to read and interpret advanced technical documents and write routine reports
- Project management experience preferred
- Advanced knowledge in data analytics, data manipulation preferred
- SQL knowledge is a plus

Personal Attributes

- Emotional maturity and keen attention-to-detail attributes.
- Ability to effectively prioritize and execute tasks in a fast-paced environment.
- Reputation for discretion, integrity, honesty and ability to manage confidential information; demonstrate excellent customer service.
- Must be able to learn, understand, and apply new technologies quickly to be competent in problem-solving.
- Highly resourceful team-player with the ability to also be extremely effective independently.
- Ability to communicate clearly and distinctly to multiple stakeholders in different departments
- Understanding of the organization's goals and objectives.
- Responsible, prompt, and courteous.

Work Conditions



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- 40-hour on-site work week;
- Some travel may be required – less than 20%
- Physically able to participate in training sessions, presentations, and meetings.
- Sitting for extended periods of time; Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.

EMPLOYEE ACKNOWLEDGEMENT – Salesforce Analyst

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Are you able to perform the essential functions of the job for which you are applying, with or without reasonable accommodation? **Yes** _____ **No** _____

Please inform HR of specific accommodation needs.

Employee Name: _____

Signature

Date