



JOB DESCRIPTION

Job Title: Salesforce Application Support Lead

Department: Digital Innovation

Reports to: Global IT Director

Effective Date: August 15, 2021

For more than 200 years, Biblica has helped people beyond the reach of God’s Word discover the love of Jesus Christ. As we push into our third century, we continue to produce relevant and reliable Scripture translations and resources that minister to people on the margins of the Gospel—the unreached, unengaged, unseen, and unwanted. Our Mission is clear: to provide the Bible in accurate, contemporary translations and formats so that more people around the world will have the opportunity to be transformed by Jesus Christ. The Bible is at the heart of Biblica’s mission. We are captivated, challenged, and inspired by this extraordinary collection of books. We believe the Bible is God’s truth and God’s story. In everything we do, we seek to honor Christ and the everlasting Word of God. By joining the Biblica team, you’ll have the opportunity to serve in a ministry that is advancing God’s Kingdom to the ends of the earth. We desire to serve God by bringing our gifts, talents, and experiences together to make a difference around the world, living out the Great Commission.

Job Summary:

The Salesforce Application Support Lead role will lead ongoing growth and adoption of the Salesforce CRM application within the global Biblica workforce; collaborating with key stakeholders to realize the full capability of the CRM. Responsible for driving highly visible Salesforce initiatives across the organization including building applications on the Force.com platform and supporting integrations with Salesforce.

Supervisory Responsibilities: None

Duties and Responsibilities:

- Serves as Biblica’s Salesforce Application Support Lead with associated duties as Business Analyst / Internal Consultant for Salesforce CRM
- Monitor the ongoing use and operations of Salesforce in accordance with established protocols, while seeking new and innovative approaches to optimize Salesforce CRM application
- Identify areas for improvement in functionality to meet Biblica’s business needs and organize projects utilizing internal and external resources to accomplish them
- Discover and analyze business needs to evolve existing processes around CRM best practices
- Ensure customizations and configurations adhere to Salesforce platform best practices, with care and attention to end-user experience
- Scope new projects to produce reliable methodologies, estimates and high-level timelines
- Works closely with key stakeholders in Advancement, Marketing, Partnerships, Finance, Translation, Information Technology and Global Operations, to best understand and define business requirements for consideration
- Assess the level of familiarity of Biblica staff with the application, organizing workshops and promoting eLearning opportunities as appropriate
- Work with Information Technology leads to monitor service delivery levels and identify any emerging trouble areas before they become problems
- Serve as a Level 3 internal escalation point for challenging service issue
- Other duties as assigned



Required Skills/Abilities

- Process design
- Business requirements definition
- Project management and coordination
- Salesforce configuration tasks, including reporting, object and field creation and modification, validation rules, processes, workflows, approvals, page layouts, permissions, etc.
- Data management - data review, manipulation (imports/exports/transformation), data quality management
- Testing and Training

Education and Experience

- Bachelor's degree required; MBA is a plus
- Current Salesforce Administrator certification required
- Minimum 2-3 years of experience working as either an internal Salesforce administrator, junior business analyst or consultant
- Experience should show significant contributions towards a “new” Salesforce application implementation at least once or have participated in number of large-scale projects in existing Salesforce instances.
- Experience working in an Agile or “modified-Agile” environment
- Understanding of data and data migration methodologies
- Sales Cloud and/or Service Cloud or other certifications a plus
- Experience with Salesforce NPSP a plus
- Experience in GDPR and other Global Compliance Standards a plus
- Field Service Lightning Consultant certification is a Plus

Physical Requirements

- Able to work remotely with minimal supervision
- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times
- Ability to travel to various locations globally

Competencies

- Strong personal commitment to Christ and Biblica's Purpose, Mission Statement, and Statement of Faith, with no personal or professional conflicts with the Christian philosophy of Biblica
- Good communication skills; able to speak to business users in “layman's language”
- Proven ability leveraging analytical and problem-solving skills in a fast-paced environment
- Ability to juggle and prioritize multiple tasks within a collaborative team environment
- Demonstrates flexibility and willingness to do what it takes to get the job done
- Drive and desire to learn and grow both technical and functional skill sets
- U.S. Citizen or Green Card holders only

FLSA Classification

- Exempt



Salary/Hours/Benefits:

- Salary range at the hourly rate of: \$70-\$80 per hour. (Determined by qualifications/experience)
- 20-25 hours per week
- Biblica offers competitive benefits and compensation packages to Biblica employees to include but not limited to: holiday and paid-time (PTO) off, sick leave, retirement plan, etc.