

Salesforce Administrator

Mogli Technologies delivers a native Salesforce application for SMS and WhatsApp communications to global education organizations, nonprofits and an expanding base of commercial organizations. Our products and implementations are easy to use and have robust functionality. Our fantastic team members have won the loyalty of clients around the world. We are a small, high-trust team with a focus on accelerating the success of our clients globally.

We are looking for a highly capable Salesforce Administrator to join our team. In this role you will own our internal Salesforce instance, providing ongoing support to teams, technical maintenance, and enhancing the features and functionality of the system. You will quickly become an instrumental member of all departments, collaborating with teams to streamline system processes to promote data integrity and accuracy.

What we hold sacred around here:

Trust. We authentically extend trust in our relationships and all that we do. We seek to create a culture where you will thrive, have the autonomy to do your best work, and serve clients the way you have always wanted to.

Empathy. It's a powerful characteristic that's about being in tune, seeing, knowing, and understanding while also relating as a human in a tech-minded world. Instead of serving our own interests, we are wired to serve others. Drive without purpose and intention isn't our gig.

Hustle & Tenacity. We are a driven group of individuals who are happiest in motion. We take pride in delivering exceptional experiences for our clients. We are invested in setting people up to succeed, and when there are challenges, we will stay with it through resolution.

Creativity. This characteristic is essential in what you do and how you do it. Whether through our tech, how we support our unique client needs, or how we creatively scale and grow with each other, a creative approach often makes the difference in showing up fully for our clients and each other.

Growth Minded & Open to Change. Mogli is in growth mode and being at ease with change will help you succeed and evolve with us.

Some traits we're looking for, from you:

- You are process minded; adept at taking disparate information and creating coherence
- You are creative and forward thinking. You ask questions to ensure understanding and do not operate as an "order-taker" but a collaborative partner
- You are a voracious learner; you are driven to learn every corner of a business and how the pieces make the whole operate as one
- You communicate with candor; openly communicating both success and also when things are heading off track
- You are capable, willing and can learn, evolve and manage various systems to help bring harmony to delivering software and services
- You are tech-savvy and can learn tools, and research new ones with ease
- You enjoy teaching others (through documentation & hands-on support) how to use systems and tools more effectively

What your day to day looks like:

- Ensuring optimal performance of Salesforce systems and products
- Upgrading and configuring Salesforce systems for optimized integration
- Managing Salesforce roles, profiles, sharing rules, workflows, and groups
- Performing database maintenance tasks, including diagnostic tests and duplicate data cleansing

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- Evaluating and installing new Salesforce releases, as well as providing training and support
- Monitor data integrity through rules, permissions, and intelligent monitoring reports & dashboards
- Create & operate a process for submitting, tracking, and resolving user requests through a regular release cycle
- Own all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups
- Evaluate requests against one another based on priority, user impact, and level of effort
- Identify and gather requirements from users and stakeholders for new features, or updates to existing features
- Clearly communicate to users across departments the status of their requests on a regular basis
- Utilize Salesforce best practices to complete configuration changes, including (but not limited to): Flow, Workflow, Process Builder, custom fields, page layouts, record types, custom settings, dashboards and reports
- Troubleshoot any issues related to our Salesforce instance
- Supporting change management communications relating to system updates, ensuring user and quality testing of updates and new features is completed in a timely and thorough manner
- Meet with each department regularly to discuss system use & needs
- Monitor user adoption of system & features
- Creating training materials and provide user training in individual or group settings depending on the topic
- Evaluate of 3rd party tools & new Salesforce features as they become available & relevant

What you bring to the table:

- You have Salesforce product knowledge and at least 12+ months hands on experience with Sales & Service Clouds in a similar environment
- You have intermediate or Advanced Salesforce Administrator skills ranging from system design to implementation and testing and are comfortable leading the software development lifecycle in Salesforce environments
- You hold a Salesforce Administrator Certification or higher
- You have experience with Salesforce Cases (including email-to-case) and/or Salesforce CPQ
- You have a minimum of 2 years of software-related project management experience
- Minimum of 2 years of experience in requirements gathering, training and/or change management
- You love geeking out with technology
- You are equally able to collaborate and work independently to accomplish company goals
- You enjoy learning new things and teaching them to others
- You're constantly looking for ways to be more efficient
- You can see projects from both a big-picture and task-specific point of view
- You have a curious nature, and can engage stakeholders to quickly define project requirements
- You have a demonstrated ability to resolve issues and maintain strong relationships
- You have a history of retaining and expanding your end-user's knowledge and use of a platform
- Experience with Apex, Visualforce, or Javascript

Compensation and Benefits:

- \$80,000-100,000, dependent upon experience
- Complete Medical, Vision, Dental Insurance, Short-term/Long-term Disability, and Life Insurance fully covered by Mogli
- Matching 401k plan

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- Time off: 15 days PTO, 9 US Federal Holidays, 6 paid sick days; option to utilize floating holidays
- Work from Anywhere

Please submit a cover letter and resume to jobs@mogli.com

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