



## **Job Profile: Salesforce Administrator**

### **About the Company:**

S.O. Asher Consultants is a professional services firm that focuses on the strategy, development, and management of charitable lotteries for established and impactful charities. With over 45 years of experience as an industry leader, we have delivered over 450 successful lotteries to markets throughout Canada, United States and Australia that have generated over \$1.5 Billion in net revenue for our clients.

We succeed when our clients succeed, and our primary mission is to deliver our clients exceptional financial results and proceeds towards their community causes in hospitals and healthcare. Every lottery ticket purchased makes a difference for our clients and the net revenue generated has historically supported in the advancement of medical research, technology, equipment, and overall care and services in our communities.

### **About the Role:**

S.O. Asher's IT team is looking for a Salesforce Administrator to join our team and be part of our custom Salesforce Lottery system. The candidate will be a dedicated administrator resource working with the team and vendor partners providing both Level 1 troubleshooting and Level 2 support to system users on SOA's customized Salesforce Cloud instance. We are looking for someone who is proficient and independent and possesses a strong business and technical acumen. The candidate must also be curious, analytical and excited about the overall mission of our business. If you are a skilled Salesforce Administrator who is empathetic and loves to help people learn as well as support day-to-day user requests, we invite you to apply for this position.

We are looking to fill this position in our Toronto, Ontario location and will be a hybrid of remote and in the office work.

### **Accountabilities:**

- Managing the day-to-day configuration, supporting, maintaining, and improving our Salesforce instance through customizations of objects, fields, page layouts, and validation rules.
- Troubleshooting, reproducing, and resolving problems reported by users in a timely manner.
- Level 1 support entails answering how-to questions and assisting users through basic troubleshooting and escalating issues to external vendors that cannot be resolved easily.
- Level 2 support includes maintaining reports, case management, debugging, assisting in the configuration, maintenance, and improvement of the Salesforce instance.
- Building reports and dashboards and maintaining a solid information architecture within the database across all applications.
- Creating and maintaining documentation on processes, policies, and application configuration.
- Developing and delivering documentation and presentations to end-users to illustrate solutions, new functionality, and provide training for end-users.
- Performing simple and complex daily administration tasks such as data manipulation, loading, merging of duplicate records, managing custom fields, objects, layouts, list views, security configuration, complex workflows/Process/Flows, and overall system configuration



- Providing timely second and third level support as required, for triaging and resolving incidents, working closely with the internal IT team and the vendor partners.
- Being available to provide support as required, during the busy lottery deadline days.

**Qualifications:**

- Bachelor's/Postgraduate degree, a professional qualification, or equivalent experience (2+ years of experience).
- Salesforce Admin Certification an asset.
- Sales Cloud experience an asset.
- Excellent written and verbal communication skills.
- Data management skills
- Working knowledge of Commerce B2C and Marketing Cloud
- Experience with Conga and Sendgrid is an asset.
- Advanced critical thinking skills, including observation, analysis, inference, communication, and problem solving.
- Knowledge in ETL (Extract, Transform, Load) processes for moving and translating data.
- Flexibility with a demonstrated ability to embrace change.
- Outstanding organizational skills
- Strong attention to detail
- Strong communication to work with both internal and vendor teams.
- Experience with MS Office suite of applications

**Compensation and Benefits:**

S.O. Asher Consultants offer a competitive salary and benefits package commensurate with experience including comprehensive health and dental coverage, access to wellbeing services, RRSP contribution matching, paid volunteer days and generous paid time off policies. As an expanding business, we offer opportunities for advancement and future growth opportunity.

**How to apply:**

If you are looking for a challenge, and the ability to make your mark while helping worthy causes, this may be a fit for you. Please forward your cover letter and resume to [careers@soasher.com](mailto:careers@soasher.com).

S.O. Asher Consultants is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.

We thank all applicants for their interest; however only those selected for an initial interview will be contacted. No phone calls and no agencies please.