



# ELEVATION SOLUTIONS

## **SALESFORCE IMPLEMENTATION SPECIALIST**

*Remote, full-time, minimal travel possible*

Elevation Solutions is a human-focused technology implementation firm that helps community-focused organizations integrate Salesforce and other technology into their business. If you are really into Salesforce and client projects, organized, efficient, and a self starter, we want to talk to you!

### **Client-Facing Responsibilities**

- Support the configuration of the Salesforce environment according to client specifications and project scope
- Define requirements in cooperation with the Elevation Solutions System Architect
- Implement agreed solutions for clients and conduct technical demonstration to clients as required
- Conduct discovery meetings with clients to determine requirements as appropriate
- Clarify a client's system specifications, understanding their work practices and the nature of their business
- Communicate with delivery staff at all levels of a client organization
- Aid clients with change-management activities
- Prepare documentation and progress reports to customers as needed
- Develop training materials for users and other consultants
- Participate in sales and support, and where appropriate, maintaining contact with client organization

### **Internal Responsibilities**

- Conduct internal delivery team architecture meetings as required
- Report any project related issues to the project PM in a timely manner
- Provide weekly governance reports in a timely manner on overall project(s) status to project PM
- Participate in internal projects as required
- Participate in weekly and monthly internal meetings as required

### **Requirements**

- 3+ years experience as a Salesforce Administrator
- Salesforce Admin Certification and at least one Salesforce consultant certification required (for ex: Sales Cloud Consultant or Service Cloud Consultant); additional Salesforce Certifications are preferred

- Higher education (HEDA) and/or nonprofit (NGO) experience is preferred
- Experience working with customers to elicit and analyze their requirements, develop designs, and implement Salesforce required
- Strong knowledge of Agile project delivery practices, requirements gathering, user story prioritization and solid UAT guidelines required
- Proficiency in Google Docs, Sheets, Presentations and other online collaboration tools like Trello and Slack required
- Excellent time management skills and the ability to prioritize work as well as work independently is necessary
- Attention to detail and problem solving skills are required
- Excellent written and verbal communication skills are required
- Bachelor's degree or equivalent experience preferred; HS diploma required

**Other things to know:** This job is for a full time position, 100% remote - work from home, coffee shops or wherever you like. We still have a lot of team interaction, though, so you won't be lonely. In order to make this work, you will need an internet connection with good bandwidth to support online conference calling and a computer that is virus protected. Hardworking self-starter with a drive to get things done at a high level of excellence is required to be on this high performance team.

Our work week is generally Monday-Friday and office hours are somewhat flexible. We mostly work between 9 and 5 MST and we all have reasonable expectations for response times from each other. We provide unlimited vacation, 401k enrollment and the ability for you to participate in our health plan. We do not allow side work; you will need to focus 100% on our clients and growing business. Minimal travel may be required depending on client's on-site needs (kick-off and training).