

Database Administrator (Pro-Bono)

Purpose

This position serves as the Salesforce Database Administrator for World Evangelical Alliance, which aims to satisfy the following goals:

- Align Salesforce Database and its resources with WEA's global strategy
- Assure overall database consistency across all departments for local and international teams for multiple projects as assigned
- Serves as an internal consultant for Data Management to Senior Management, and strategic partners

Relationships

Reports to: Chief Operating Officer
Coordinates with: WEA NYC Staff

Term

This is a volunteer position. Approximately 5-10 hours per week; term is flexible. You can work from anywhere, as long as it is possible to connect via Google Hangout/Skype regularly.

Responsibilities

- Represents Data Management on global and regional teams to guide teams towards adoption and implementation of Salesforce Service Cloud for non-profit including non-profit CRM, Salesforce Chatter, Sales, and Marketing
- Ensures that the Database system is accurate, accessible and available designated global and regional teams
- Develop and create customized reports and dashboards
- Design, develop and maintain user roles, security, and profiles
- Input new data, research and update existing data
- Audit, uncover and resolve data integrity issues
- Train new and existing users on how to use database applications
- Provide application users with technical support
- Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications are developed
- Stay current on Salesforce.com technology, releases, and training and provide recommendations for process improvements
- Interfaces regularly with staff in other departments and with strategic alliances to resolve issues related to database management and to build efficiencies

Qualifications

- A committed follower of Jesus Christ
- College degree or equivalent work/technical experience
- 2+ years Salesforce experience, Salesforce certification preferred



- Understanding of relational databases and data integration tools
- Excellent communication and analytical skills
- Close attention to detail
- Ability to work independently, as well as part of a team, and to be on call when required

To apply please your resume and cover letter to hr@worlddea.org.