

BLACK CLERGY COLLABORATIVE OF MEMPHIS

CONTRACT SALESFORCE ADMINISTRATOR

Ongoing Maintenance, Support & System Administration

Organization: Black Clergy Collaborative of Memphis (BCCM)

Position: Contract Salesforce Administrator

Position Type: Independent Contractor

Reports To: Executive Director / Designated BCCM Supervisor

Location: Memphis, Tennessee / Remote or Hybrid

Contract Status: Part-Time, Ongoing Contract

Contract Term: To be determined by agreement

Compensation: To be determined based on experience, scope of work, and contract terms

POSITION SUMMARY

The Black Clergy Collaborative of Memphis (BCCM) is seeking a skilled and dependable **Contract Salesforce Administrator** to provide ongoing administration, maintenance, technical support, data management, reporting, and user assistance for BCCM's Salesforce system.

The Salesforce Administrator will help ensure that Salesforce remains an effective, accurate, secure, and user-friendly system for managing BCCM's organizational relationships, programs, constituents, donors, grants, events, communications, and other organizational data.

The Administrator will work closely with BCCM leadership and staff to understand organizational needs, resolve system issues, maintain data quality, improve workflows, and ensure that staff are able to use Salesforce effectively.

The position is primarily focused on **ongoing system administration and support of an existing Salesforce environment**, rather than major system implementation or software development.

ESSENTIAL RESPONSIBILITIES

1. Salesforce User Administration & Staff Support

- Create, modify, and deactivate Salesforce user accounts as authorized by BCCM.
- Manage user roles, profiles, permissions, and access levels.
- Assist users with password, login, access, and system-related issues.
- Serve as the primary Salesforce support resource for BCCM staff.
- Respond to staff questions and troubleshoot Salesforce problems.
- Identify recurring user issues and recommend solutions.
- Make minor configuration changes as organizational needs evolve.
- Maintain fields, page layouts, list views, record types, and other appropriate Salesforce configurations.
- Monitor overall system health and identify potential problems before they significantly affect staff operations.

2. Salesforce System Maintenance

- Maintain the organization's Salesforce environment and configuration.
- Monitor Salesforce releases and updates and assess their potential impact on BCCM.
- Apply, test, and document applicable Salesforce updates and changes.
- Identify and resolve problems resulting from Salesforce updates or configuration changes.
- Conduct routine system reviews to identify opportunities for improvement.
- Maintain current documentation of BCCM's Salesforce configuration, processes, and workflows.
- Maintain appropriate system security and access practices.
- Perform or coordinate regular data backup and recovery procedures, as appropriate to the Salesforce environment.

3. Data Management & Quality Control

- Maintain accurate, complete, and consistent Salesforce records.
- Identify and merge duplicate records.
- Correct inaccurate or incomplete data.
- Develop and maintain standards for data entry and record management.
- Conduct periodic data quality reviews and cleanup activities.
- Identify missing or inconsistent information and work with staff to correct it.
- Develop processes that reduce duplicate, inaccurate, or incomplete records.
- Help BCCM establish and maintain data governance practices.

4. Reports & Dashboards

- Develop, maintain, and modify Salesforce reports based on BCCM's operational needs.

- Create reports related to areas such as:
 - Donors and donations
 - Grants and grant reporting
 - Programs and services
 - Community and congregational engagement
 - Events
 - Volunteers
 - Organizational partnerships
 - Constituent engagement
 - Fundraising
- Develop and maintain dashboards for staff, organizational leadership, and the Board of Directors.
- Assist leadership with data needed for decision-making, grant reporting, strategic planning, and organizational evaluation.
- Ensure reports and dashboards use accurate and appropriately maintained data.
- Train staff to run, filter, and use standard reports independently.

5. Integrations & Connected Systems

- Monitor Salesforce integrations with other organizational systems.
- Assist with integrations involving, as applicable:
 - Donation and fundraising platforms
 - Email and marketing platforms
 - Accounting systems
 - Event management systems
 - Volunteer management systems
 - Online forms
 - Other third-party applications
- Troubleshoot integration problems and coordinate with vendors or technical support when necessary.
- Monitor data synchronization and identify errors or inconsistencies between systems.
- Document important integrations and procedures for resolving common problems.

6. Staff Training & Technical Assistance

- Provide orientation and Salesforce training to new BCCM staff.
- Provide refresher training and technical assistance to existing staff.
- Develop simple, user-friendly Salesforce guides and instructions.
- Create standard operating procedures for frequently performed Salesforce tasks.
- Help staff understand how their data entry practices affect organizational reporting and data quality.
- Promote consistent Salesforce practices across BCCM programs and departments.

7. Fundraising, Donor & Nonprofit Data Support

- Support BCCM's donor and gift management processes.
- Maintain fundraising campaigns and related Salesforce records.
- Support recurring donation and donor management workflows.
- Assist with grant tracking and reporting systems.
- Help maintain accurate donor and funder information.
- Support year-end fundraising and reporting activities.
- Assist with preparation of donor reports, tax receipt information, and Board-level fundraising reports, as appropriate.
- Help leadership use Salesforce data to monitor fundraising and organizational relationships.

8. Program & Organizational Data Support

- Support Salesforce use across BCCM programs and initiatives.
 - Assist with tracking participants, partners, congregations, community organizations, volunteers, events, and other stakeholders, as applicable.
 - Work with staff to identify information that should be captured in Salesforce.
 - Recommend practical ways to organize and report program information.
 - Support the development of reports that demonstrate program activity, reach, outcomes, and organizational impact.
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KEY DELIVERABLES

The Contract Salesforce Administrator will be expected to provide, as applicable:

1. **Ongoing Salesforce administration and technical support**
2. **User account and access management**
3. **Routine data quality and database cleanup**
4. **Current Salesforce configuration and process documentation**
5. **Regular reports and dashboards**
6. **Monitoring and troubleshooting of system integrations**
7. **Staff training and technical assistance**
8. **User guides and standard operating procedures**
9. **Data backup and system maintenance procedures**
10. **Recommendations for improvements to Salesforce functionality and organizational data practices**
11. **Periodic status updates to BCCM leadership regarding system performance, issues, completed work, and recommended improvements**

QUALIFICATIONS

Required Qualifications

- Demonstrated experience administering Salesforce.
- Experience supporting Salesforce users in a nonprofit, community-based, government, or similar organizational environment.
- Strong understanding of Salesforce user management, permissions, profiles, roles, reports, dashboards, and basic configuration.
- Experience with data cleanup, deduplication, and data quality management.
- Ability to troubleshoot Salesforce problems independently.
- Strong organizational and project-management skills.
- Ability to explain technical concepts to nontechnical staff.
- Strong written and verbal communication skills.
- Ability to manage confidential organizational, donor, constituent, and program information.
- Ability to work independently while maintaining regular communication with BCCM leadership and staff.

Preferred Qualifications

- Salesforce Administrator Certification.
- Experience with Salesforce Nonprofit Cloud, Nonprofit Success Pack (NPSP), or other nonprofit Salesforce environments.
- Experience with nonprofit fundraising and donor management.
- Experience with grant management and reporting.
- Experience working with Salesforce integrations.
- Experience developing dashboards for nonprofit leadership or Boards of Directors.
- Experience developing Salesforce training materials and standard operating procedures.
- Experience working with faith-based, community-based, advocacy, or social justice organizations.

CORE COMPETENCIES

The successful contractor should demonstrate:

Technical Competence – Strong knowledge of Salesforce administration and the ability to maintain and troubleshoot an existing Salesforce environment.

Data Stewardship – Commitment to accurate, consistent, secure, and useful organizational data.

Problem Solving – Ability to identify problems, determine appropriate solutions, and communicate technical issues clearly.

Customer Service – Responsive, patient, and respectful support for staff with varying levels of technical experience.

Communication – Ability to translate technical information into clear, practical instructions.

Organization – Ability to manage multiple requests, deadlines, system updates, and maintenance activities.

Confidentiality & Security – Ability to appropriately protect sensitive organizational, donor, constituent, personnel, and program information.

Continuous Improvement – Ability to identify opportunities to improve BCCM's use of Salesforce and strengthen organizational data practices.

WORK EXPECTATIONS

The Contract Salesforce Administrator will:

- Work primarily independently while maintaining regular communication with BCCM leadership.
 - Participate in periodic meetings with designated BCCM staff to review Salesforce needs and priorities.
 - Respond to technical support requests within mutually agreed-upon timeframes.
 - Maintain documentation of significant configuration changes.
 - Notify BCCM leadership of significant system issues, security concerns, integration problems, or risks.
 - Maintain professional confidentiality regarding BCCM's data and organizational information.
 - Provide periodic summaries of work completed, outstanding issues, and recommended improvements.
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INITIAL PRIORITIES

During the initial contract period, the Salesforce Administrator may be asked to:

1. Review BCCM's current Salesforce configuration and overall system health.
 2. Review user accounts, permissions, roles, and access.
 3. Assess data quality and identify duplicate or inconsistent records.
 4. Review existing reports and dashboards.
 5. Review Salesforce integrations and identify any problems.
 6. Review existing Salesforce documentation and identify gaps.
 7. Establish a regular system maintenance and data-quality schedule.
 8. Identify staff training needs.
 9. Develop or update basic Salesforce user guides and procedures.
 10. Provide BCCM leadership with recommendations for improving the organization's use of Salesforce.
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CONTRACTOR RELATIONSHIP

The Salesforce Administrator will serve as an **independent contractor** and not as an employee of the Black Clergy Collaborative of Memphis.

The specific scope of work, hours, compensation, contract term, deliverables, communication expectations, and payment schedule will be established in a separate written contract or statement of work.

The contractor will be responsible for maintaining the professional skills, equipment, software, and resources necessary to perform the agreed-upon services unless otherwise specified in the contract.

CONFIDENTIALITY & DATA SECURITY

Because the Salesforce system may contain confidential information concerning donors, constituents, staff, partners, program participants, and organizational operations, the contractor will be expected to:

- Maintain strict confidentiality of BCCM information.
- Access organizational information only as necessary to perform contracted duties.

- Follow BCCM's applicable confidentiality, data security, and technology policies.
 - Protect Salesforce login credentials and other system access information.
 - Promptly report suspected unauthorized access, data loss, security incidents, or other concerns to BCCM leadership.
 - Return or appropriately dispose of BCCM information upon completion or termination of the contract, consistent with the terms of the contract.
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SUCCESS MEASURES

Success in this role will be demonstrated by:

- Salesforce remaining stable, functional, and appropriately maintained.
- Staff receiving timely and effective technical support.
- Improved accuracy and consistency of organizational data.
- Reduced duplicate and erroneous records.
- Staff having access to useful and reliable reports and dashboards.
- BCCM leadership receiving accurate information for organizational decision-making.
- Staff becoming increasingly comfortable and self-sufficient in using Salesforce.
- Salesforce documentation remaining current.
- Integrations functioning reliably or problems being identified and addressed promptly.
- BCCM having a sustainable system for ongoing Salesforce maintenance and data stewardship.

To apply

Please email your resume, cover letter, and suggested contract terms and compensation to info@blackclergycollaborative.org