



## DATABASE ASSOCIATE

The Cities for Financial Empowerment Fund (CFE Fund) supports municipal efforts to improve the financial stability of households by leveraging opportunities unique to local government. By translating cutting-edge experience with large-scale programs, research, and policy in cities of all sizes, the CFE Fund assists mayors and other local leaders to identify, develop, fund, implement, and research pilots and programs that help families build assets and make the most of their financial resources. Financial empowerment spans four key disciplines:

- Professional financial counseling;
- Access to safe and affordable mainstream banking products and services;
- Short- and long-term asset building; and
- Consumer protection in the financial services marketplace.

The CFE Fund is seeking a talented and dynamic Salesforce Administrator. Working closely with and reporting to the Senior Database Associate, the Associate will support the maintenance and development of the CFE's Salesforce org. The platform collects financial counseling data and outcomes, spanning dozens of localities around the country through its [Financial Empowerment Center](#) and [Financial Navigator](#) initiatives using Salesforce Communities. The Associate will also play a key role in the ongoing effort to centralize partner data from the CFE Fund's other programs by supporting data migration, CFE Fund staff adoption and maintenance for this initiative.

*During COVID-19, this position will be remote; once COVID-19 related restrictions have ended, this position will be based in New York City and may require occasional national travel.*

### **Primary Responsibilities:**

- Serve as a junior administrator for Salesforce and Salesforce Communities with 300+ users
- Support all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Uphold Salesforce security using roles, profiles, sharing rules, and groups
- Perform routine data quality checks and cleaning
- Support the deployment of the database in grantee cities and counties and provide ongoing training and technical assistance in the areas of quality assurance, data management, performance, and reporting
- Maintain User Guides and other user resources
- Triage and troubleshoot user issues and provide timely feedback

**Qualifications:**

- A Bachelor's Degree required
- Minimum 2 years of Salesforce platform experience
- Familiarity with Community Cloud preferred
- Strong data management skills along with experience using Salesforce Data Loader and Excel (Advanced), Filemaker a plus
- People and communications skills needed to help a wide range of constituents use technology in the best possible way
- Creative and analytical thinker with strong problem-solving skills
- Ability to take initiative and move projects forward in a fast-growing, entrepreneurial environment;
- Experience in social services, financial empowerment, asset building, and/or community development with relevant partnership relationships a plus but not required
- Ability to prioritize, and coordinate multiple projects and competing work demands

*This position offers excellent benefits and a competitive salary commensurate with qualifications. CFE Fund is an Equal Opportunity Employer.*

To apply, please email a resume and cover letter to [info@cfefund.org](mailto:info@cfefund.org). Please indicate the name of the position in the subject line and in the cover letter.