



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

The CFE Fund is seeking a talented and dynamic Salesforce Administrator to support the maintenance and development of the CFE's Salesforce org. This position will work closely with and report to the CFE Fund's Principal who oversees database administration. 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 Experience Cloud. 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.

This is a New York City based role. New York City-based CFE Fund staff have the option of working in person from our NYC headquarters, or they may elect a hybrid office/remote work schedule with a minimum of 2 days in the office. All employees are required to provide proof of receipt of an FDA-approved vaccination against COVID-19, including both a primary series and a booster as recommended by the CDC. This position may require occasional national travel as public health guidance allows.

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
- Responsibly rollout changes using sandbox environment
- 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:

- Minimum 2 years of Salesforce platform experience
- Certified Salesforce Administrator preferred
- Familiarity with Marketing Cloud and Experience Cloud a plus
- 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, multi-program, 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. The salary range for the Associate title is \$60,000-70,000 based on qualifications and team parity. CFE Fund is an Equal Opportunity Employer.

To apply, please email a resume and cover letter to info@cfefund.org with the **subject line "Database Associate"**.