



Salesforce & Systems Specialist

Type: Full-Time (40-hours per week onsite)
Reports To: Vice President, Finance, Administration and ReStore
Direct Reports: None

About Habitat for Humanity

Habitat for Humanity is one of the most trusted and recognized non-profit brands in the world. As a homebuilder and developer, Habitat brings the community together to help families build strength, stability and independence through affordable homeownership. With the help of sponsors, donors, community partners and volunteers, we build homes alongside future Habitat homeowners to provide a solid foundation for better, healthier futures. Families purchase their homes with no down payment and no interest, and mortgage payments never exceed more than 30 percent of each family's total household income.

Habitat helps families who hold essential jobs in the community, such as healthcare aides, social workers, teachers' aides and construction workers, who would not otherwise qualify for a traditional mortgage. In 2023, Habitat delivered more than \$10 million in affordable housing, with plans for an additional \$24 million underway.

Habitat Southern Alberta also operates one of the largest and most successful ReStore operations in Canada. The ReStore is a social enterprise that sells new and gently used furniture, appliances, and building materials. Products are donated by businesses and households and proceeds from the sale of these items support Habitat. With three retail outlets (two in Calgary and one in Medicine Hat) and an online store, our ReStores are a large enterprise with more than 40 staff and revenues targeted at \$6M, contributing \$1.8M to Habitat's mission.

Habitat was established in 1990 and has built in 37 communities across Southern Alberta. Habitat has partnered with more than 385 families, affecting the lives of more than 1,150 children.

PURPOSE

The Information Systems Specialist (ISS) is responsible for oversight of the information systems environment (including but not limited to Salesforce & 3rd party installed packages, MS365, Secure Retail, PBX, Beauceron and Active Directory), maintaining databases and providing technical and training support functions. More specifically, the ISS is responsible for organizing and coordinating database maintenance and system procedures, overseeing the telephony system, providing staff training on the IT environment, and ensuring organizational effectiveness and efficiency. The ISS will play a pivotal role in the effective utilization, optimization, and maintenance of the Salesforce org. The ISS will collaborate with various teams across the organization to understand business requirements, translate them into technical solutions, and ensure the Salesforce environment, which includes 3rd party Salesforce partners, aligns with



organizational objectives. The ISS will contribute to improving operational efficiency, enhancing staff engagement, and driving data-driven decision-making.

RESPONSIBILITIES

Salesforce Administration

- Ensure data integrity within the Salesforce environment.
- Manage user licences and ensure that proper security and permissions are kept current.
- Update and/or upload relevant data using Data loader for departments.
- Follow organizational standards on data retention, purge old records from all Salesforce objects.
- Create and administer Salesforce Flows and migrate legacy Workflows to Flow.
- Ensure data is accurate and updated by collaborating with departments to correct information as necessary.
- Develop training modules and manuals for Salesforce typical use and Habitat specific applications and processes.
- Assist departments with research, development, and implementation of departmental processes to enhance efficiency and reliability of the data contained within Salesforce.
- Maintain all customer facing sites connected to Salesforce (including but not limited to RallyBound, FormAssembly, HandsOnConnect) to ensure all mapping and synchronizing of data is functioning appropriately and as expected.
- Manage current HandsOnConnect ARS workflows for volunteer sign up and opportunity registration and build more as needed.
- Create customizations within customer facing apps to allow information to flow into Salesforce matching Habitat Southern Alberta business processes.
- Troubleshoot complex security models based on business requirements.
- Troubleshoot flow errors stemming from the Order of Execution and invalid data inputs.
- Determine when to configure or extend Salesforce using customization or buy a 3rd party solution.
- Harness advanced reporting techniques to analyze data.
- Lead deployments of new software and integration with Salesforce.
- Complete any other maintenance tasks as required.

Cyber Security & Information Technology

- Manage and oversee the outsourced managed IT services and support provider ensuring IT environment and support is meeting service level agreements and organizational needs.
- Manage all software subscriptions related to Salesforce, MS365, Beauceron and Adobe Cloud.
- First point of contact to support staff with IT related issues.
- Lead annual computer lifecycle program ensuring all hardware follows replacement and redeployment guidelines and ensure execution.
- Train staff on applications used including but not limited to MSOffice, Adobe, Salesforce & 3rd party apps, Beauceron.
- Develop and implement IT and Cyber Security Framework and policies



SKILLS & QUALIFICATIONS

- A bachelor's degree in computer science, computer systems engineering, software engineering, or a related discipline or completion of a college program in computer science or equivalent experience (5-8 years).
- 3+ years proven successful working experience in an Advanced Salesforce Administrator role along with in-depth experience in developing Salesforce instances, forms and flows (APEX), and Platform App Builder.
- Advanced Salesforce Administration Certification is preferred.
- Pardot / Account engagement / marketing cloud experience is a definite plus
- Demonstrated knowledge and competence in computer systems and programs i.e., MS365 and MS Office (Word, Excel etc.), Salesforce. Knowledge of Hubspot is considered an asset.
- Effective conflict resolution, critical thinking and problem-solving skills required.
- Ability to partner with all levels of the organization with a commitment to service excellence.
- Ability to connect and develop effective relationships and collaborate across multiple functional/technical teams to lead and deliver projects
- Excellent organizational, administrative, customer service, communication and time management skills.
- Demonstrated flexibility and adaptability skills with critical thinking mindset to work through complex system issues and challenges.
- Class 5 driver's license and personal vehicle required to service and support satellite locations of the organization.
- Experience in a non-profit and/or affordable housing environment is considered an asset.

Application Deadline: September 30, 2024

Please apply with a Resume and Cover Letter to: jobs@habitatsouthernab.ca.

Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Please note that only those candidates selected for an interview will be contacted.