

# DCS OPEN ROLE

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SALESFORCE ADMINISTRATOR

DCS

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## Open Role

### Salesforce Administrator

#### How to go beyond the basics and get maximum value from Salesforce.com

As point person, leading execution and support for clients' Salesforce.com implementations (current and future)

Identify areas to improve client Salesforce.com environment

Serve as a strategic, billable consultant

Provide some of all of the following services to clients, depending on their capabilities and needs:

- Proactively seek out and identify needed system changes.
- Proactively gather feedback from users.
- Manage system changes without interruption to the user.
- Communicate system changes to the users (view client contacts) in advance so they understand the change and how to use it prior to implementation.
- Modify the system to increase benefits and usability.
- Manage the change control process and "Change Management" Committee if appropriate.
- Assist in managing all processes that impact / relate to Salesforce.com.
- Manage new releases of SFDC and efficiently roll out new features.
- Create and maintain fields, views, reports, dashboards, campaigns and other salesforce.com objects and functions.
- Work with consulting team to create custom objects when necessary.
- Handle on-going customization/ alteration of Salesforce.com.
- Maintain, enhance and create workflows, functions and configurations within the Salesforce.com environment.
- Create new reporting capabilities and respond to ad hoc reporting requests as needed.
- Provide support functions as needed.
- Map salesforce.com hierarchy and territories in response to personnel changes.
- Reassign Accounts, Contacts, and Opportunities in response to personnel changes.
- Grant/ remove and maintain user licenses.
- Maintain security including sharing rules and security levels.
- Design, Create and maintain user roles, profiles and hierarchies.
- Monitor application health: storage usage and archive data as needed.
- Create and administer training to existing or new users/groups.
- Provide one to one training to end users on an on-going basis.
- Continually seek ways to further enhance the end-user experience.
- Assist with migration from older systems/processes into Salesforce.com.
- Monitor and manage exception logs for back end system integration with SFDC.
- Monitor and improve data quality.
- Ensure data integrity by merging duplicate Leads, Contacts, and Accounts; performing mass uploads and updates of data as required; Removing unnecessary fields and data; ensuring screens, fields and workflow have accurate names and reflect current workflow.
- Create and maintain dashboards.
- Create and maintain reports including folder maintenance.
- Develop complex, macro driven reports to summarize system information.
- Build and manage report folders for reps to improve sales efficiency.

Industry Certifications and Expertise:

- Salesforce.com:
  - ✓ Certified Administrator required within 30 days of start
  - ✓ Certified Advanced Administrator desired
  - ✓ Certified Sales Cloud Consultant and Service Cloud Consultant desired

**Connect:**

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