



Job Title: Salesforce Administrator

Housing Services Corporation (HSC) is a non-profit organization that is committed to ensuring that Ontario residents have access to safe and affordable housing.

HSC is seeking an experienced Salesforce Administrator with proven business and data analysis, CRM, and data administration skills. Reporting to the Chief Business Development Officer, the Salesforce Administrator will ensure the continued integration of the software with HSC's business offerings.

HSC's core values are:

- People First
- Integrity
- Partnership
- Accountability
- Excellence
- Innovation

The successful candidate will need to reflect these values in their daily work interactions. This role must work closely with all departments and will be responsible for managing the day-to-day configuration, support, maintenance, and improvement of Salesforce. This individual will regularly consult with internal staff and stakeholders to turn business requirements into reality.

The ideal candidate will be customer-focused and have experience in designing, developing and administering data management solutions, developing and implementing data administration policy, standards and models, and creating reports and dashboards.

Responsibilities

- Work collaboratively to identify and document business process and workflow to ensure that Salesforce meets HSC business requirements. This includes defining business requirements, creating related process maps, and scoping of data requirements.
- Play a lead role in the design, construction, implementation, testing and modification of data models based on identified corporate need.
- Serve as primary point person for technical support for all Salesforce users (login issues, process errors, etc.)
- Analyze data and perform data mining analysis within Salesforce.
- Lead corporate Salesforce data-driven projects (creation of custom reports, dashboards, etc.).
- Document system configuration and administrative processes.
- Develop and implement data administration policy, standards, models and data dictionary
- Continue Salesforce integration with CRM processes and programs, working closely with colleagues and stakeholders to collect and document user requirements and ensure the collection and integration of key data points.
- Perform quality assurance testing and monitor data quality, data integrity and compliance of data collection practices.



- Work closely with external developers to manage Salesforce improvement/upgrade projects on behalf of the Corporation; including project scoping, mapping timelines and milestones and engaging internal business teams.
- Identify opportunities to customize and optimize Salesforce for internal business teams.

Desired Skills & Experience

- 3-5 years as a Certified Salesforce Administrator or similar CRM experience
- College diploma or university degree in the field of computer science or equivalent combination of education and experience
- Experience building dashboards, workflows, and processes
- Excellent communication skills, critical thinking and problem solving
- Strong customer service focus, easily able to establish good working relationships with colleagues, partners and clients
- Work well in a team and independently
- Organized with attention to detail
- Ability to multi-task, prioritize, problem solve and to work within deadlines
- Ability to present ideas in user-friendly language
- Ability to conduct research into database requirements, issues, standards, and products as required.

What We Offer:

- A meaningful career helping to support the affordable housing sector
- Competitive salary
- Health and Wellness benefits
- A culture of comradery, where coworkers and management want you to be successful!

To Apply:

Please send your cover letter and resume to humanresources@hscorp.ca

Check out www.hscorp.ca for more information on HSC. HSC is currently working remotely.

If you are a candidate with a disability and require documents in an alternative format or accommodation during the hiring process, please contact humanresources@hscorp.ca.

HSC thanks all those who apply. However, only candidates selected for an interview will be contacted.