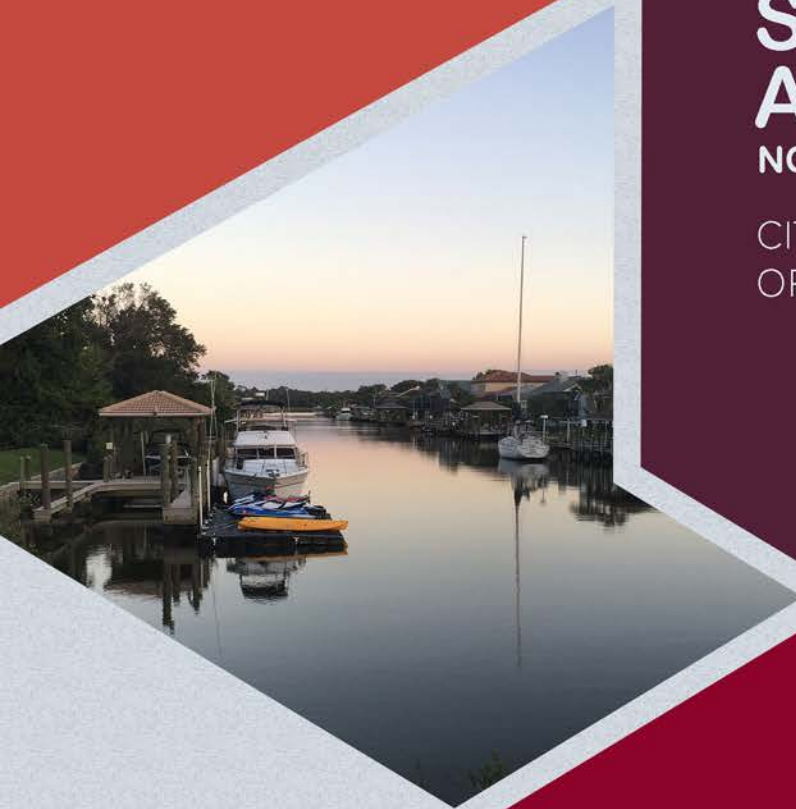


SALESFORCE ADMINISTRATOR

NOW HIRING

CITY OF PALM COAST CAREER
OPPORTUNITY





The City

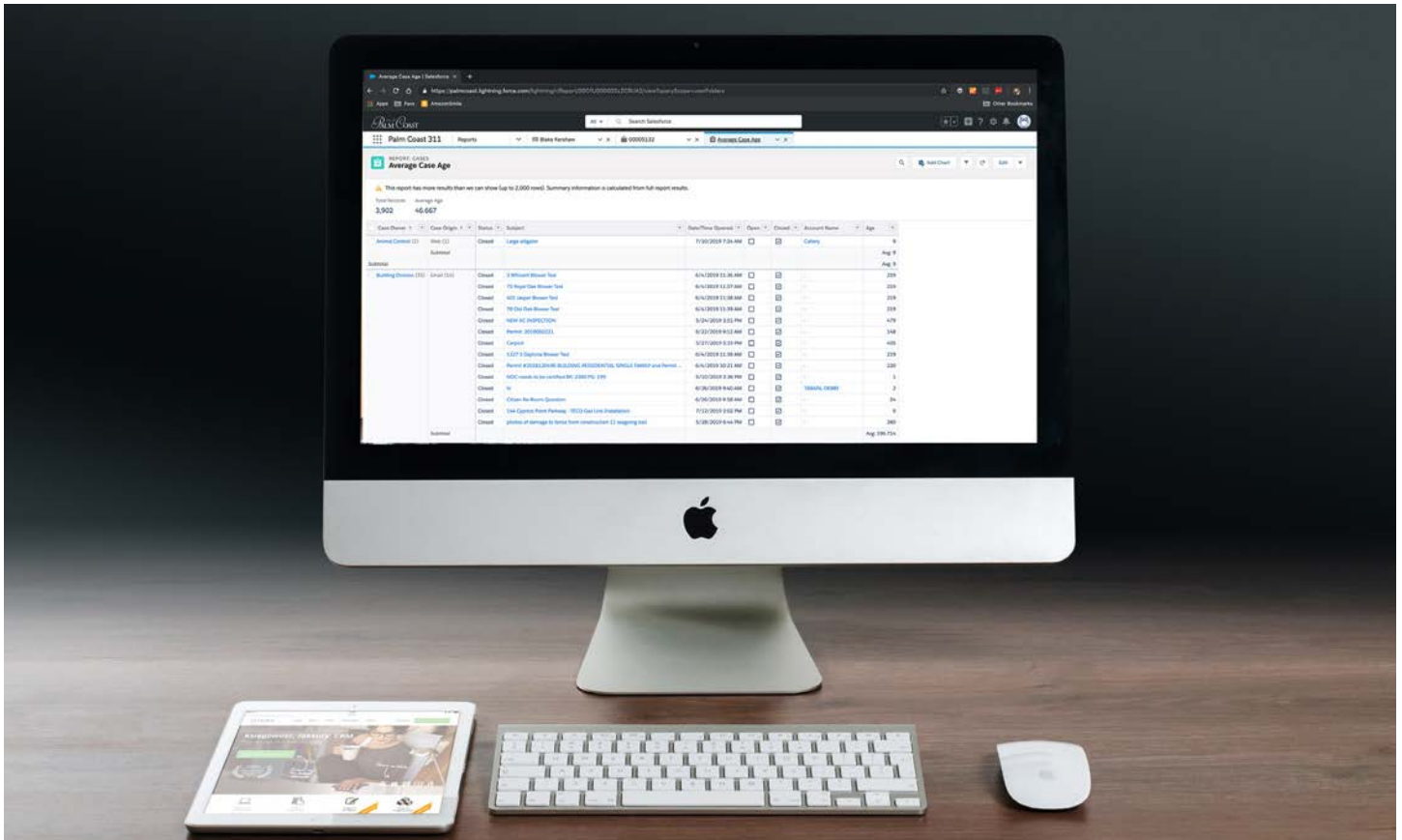
One of Florida's newest cities (incorporated 1999), Palm Coast is a Florida paradise – situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and just minutes from pristine Atlantic Ocean beaches. Vibrant lifestyle and the natural environment go hand-in-hand here. The City offers a dozen beautiful parks, 125+ miles of connecting trails and paths for walking/bicycling, abundant fishing and boating, a year-round Running Series, and world-class tennis and golf. Lined with historic oaks, towering pines and indigenous vegetation, Palm Coast's parks and trails showcase the splendid elegance of the

native Florida landscape. Bird-watching is popular at St. Joe Walkway and Linear Park, which are designated as Great Florida Birding & Wildlife Trails, and visitors can spot dolphins and seabirds as they stroll along the Intracoastal at Waterfront Park. The City currently has an estimated population of 85,000.



The Position

The Salesforce Administrator will lead the ongoing development of our salesforce.com deployment. The successful candidate will have a record of success in improving processes and adoption using the Force.com platform. The administrator will work closely with functional leaders, organizational units, and subject matter experts to identify develop and deploy new business processes including: Marketing, Outreach and our core program business processes. This role is part technical project manager, part administrator and part Salesforce analyst. The Salesforce Administrator will be responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM platform. Position reports to the Information Technology Director.

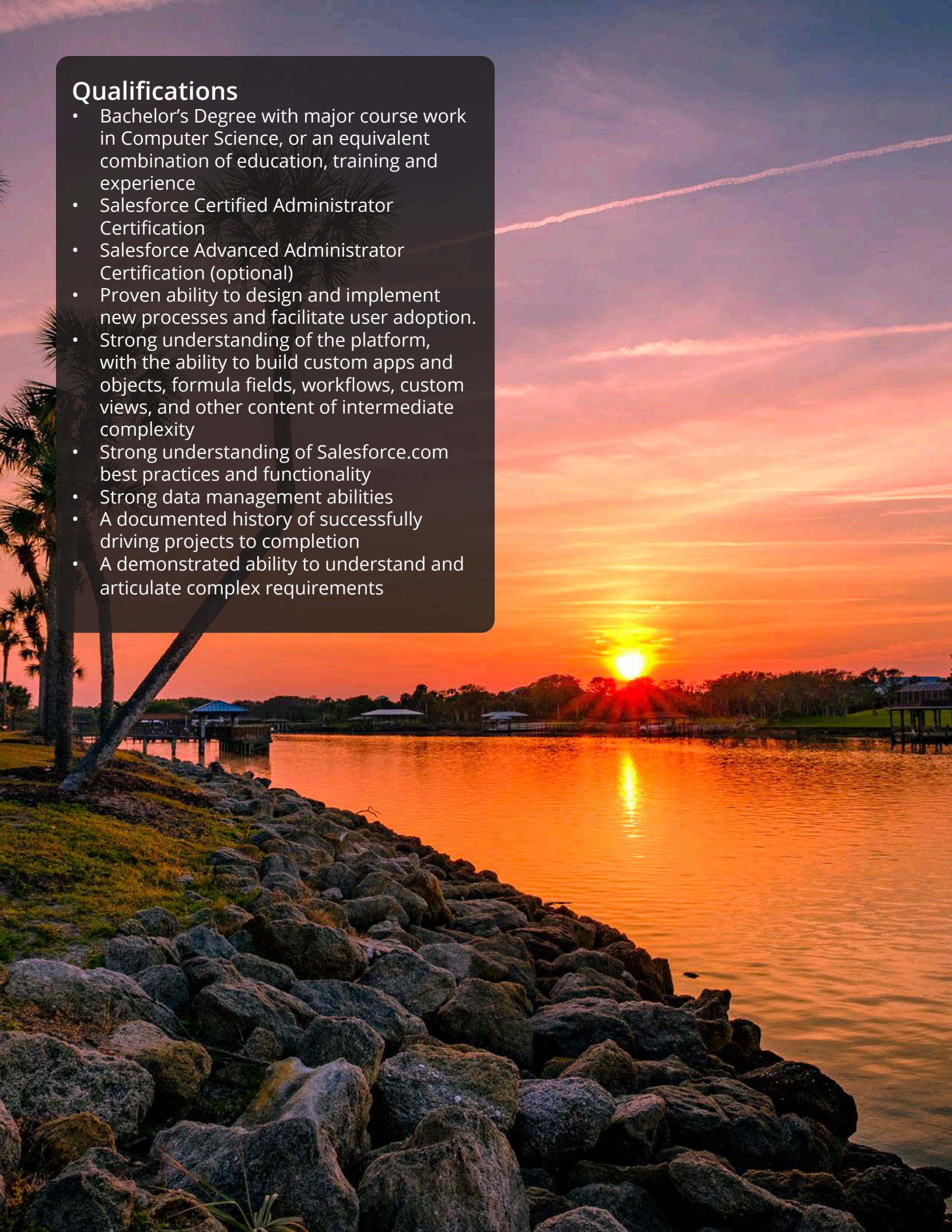


Key Duties and Responsibilities

- Serve as primary system administrator for the Salesforce.com environment
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Complete regular internal system audits and prepare for upgrades
- Manage Salesforce.com data feeds and other integrations
- Coordinate the evaluation, scope and completion of new development requests.
- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities
- Assist in training of new users, and grow the Salesforce.com skill set across the organization
- Effectively act as the liaison between our users, vendors and the application development teams
- Work independently with members of the user community to define and document development requirements

Qualifications

- Bachelor's Degree with major course work in Computer Science, or an equivalent combination of education, training and experience
- Salesforce Certified Administrator Certification
- Salesforce Advanced Administrator Certification (optional)
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce.com best practices and functionality
- Strong data management abilities
- A documented history of successfully driving projects to completion
- A demonstrated ability to understand and articulate complex requirements





The Ideal Candidate

If you love to use technology to solve problems, or derive value in knowing the work you do makes a difference in the lives of others, we just might be the right fit for you.

The ideal candidate for the Salesforce Administrator position will be an out-of-the-box thinker who has the ability to find ways of using the Salesforce platform to provide real world solutions. They will be well experienced on the platform and able to provide best-practice guidance as we continue to grow our implementation.

This person will also be able to provide technical guidance as to the creation of APIs and datasets for use within the environment.

The ability to find creative solutions to problems, communicate technical ideas to non-technical people, and to motivate through a positive attitude are also highly desired.



Compensation and Benefits

Starting salary range is \$53,082 - \$60,175. The full salary range is \$53,082 – \$81,455. The starting salary will depend on qualifications and experience. Benefits are excellent. The City offers a retirement plan where the City contributes 10% of the salary towards a 401(a) plan. In addition, the City offers an additional match up to 2% with employee contribution towards a 457 plan. For more information, about the City's benefits, such as health/dental insurance, vacation and sick leave, and other insurance plans, please contact Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

How to Apply

Apply online through the City's website at www.palmcoastgov.com/employment/openings. Questions should be directed to Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

Confidentiality

Under the Florida Public Records Act, all applicants are subject to disclosure upon receipt. References are checked after the interview and selection process is completed.

The Process

Applications will be accepted until the position is filled. The City intends to conduct a comprehensive recruitment and selection process to ensure that not only a qualified candidate is selected, but also one who will complement the City's organizational culture.

Other Important Information

The City of Palm Coast is an Equal Opportunity Employer and encourages women, minorities, and veterans to apply. A veteran's preference will be awarded per Florida law.