AUBURN
Human Resources

Mgr, SalesForce & Data Administration

Job Description

JOB INFORMATION

Job Code	HC83
Job Description Title	Mgr, SalesForce & Data Administration
Pay Grade	AA12
Range Minimum	$64,820
33rd %	$82,110
Range Midpoint	$90,750
67th %	$99,400
Range Maximum	$116,680
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	7/13/2022

JOB FAMILY AND FUNCTION

Job Family:	Academic Services & Administration
Job Function:	Assessment & Accreditation

JOB SUMMARY

The Mgr, SalesForce & Data Administration manages and coordinates data management efforts across the unit to ensure accurate and consistent reporting. This role is responsible for the day-to-day operations to include maintaining configurations, developing and maintaining data extracts and load scripts, ensuring data is being exchanged between integrated systems, and managing user access.

RESPONSIBILITIES

- Directs multiple sources of highly complex data across the unit to include graduate programs, undergraduate programs, employer data management, and alumni data management to ensure integration between the various systems across campus. Provides technical design, implementation, maintenance, system administration, and support for the unit's data users.
- Works with outside vendors, senior college and OIT leadership, governance committees, research personnel, faculty, student groups, campus IT staff, and others across campus serving as the data subject matter expert to ensure smooth transactions, deployment and operational processes. Collaborates with the Provost Office Salesforce team and the Functional Administrators in the units across campus. Oversees the procurement and selection of information technology that is significant to the management of Big Data and CRM technology.
- Manages the technical and data architecture design for the strategic Customer Relationship Management (CRM) initiative within the unit and its related integrated applications to ensure consistent flow of data between systems.
- Completes, validates, and disseminates data related to multiple accreditation and ranking surveys, along with profile survey data.
- Develops and updates all training materials for SalesForce; conducts training sessions to new users and ongoing refresher sessions to current users. Ensures all users are up-to-date with system changes.
- Establishes policies and procedures for the data governance, data security and integrity, and data definitions for the unit.
- Establishes and provides education on CRM and data governance best practices in conjunction with the campus-wide data governance initiative.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Business, Engineering or Mathematics/Statistics. Desired degrees in Management Information Systems, Computer Engineering, or Business Analytics.	and	6 years of	Experience designing, administering, reporting, and analyzing data and data sources to drive decisions. At least 1 year of experience mentoring, supervising, or leading others.	

Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Data management knowledge, Excel proficiency, FERPA guideline knowledge.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
Salesforce Administration Certification		within 1 Year	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.