



Position: Salesforce Database & Information Coordinator

Responsible for administering and improving the organizational database systems to help the organization recruit more followers, subscribers, and members year after year.

Reports to: Operations Manager

Status: Permanent, non-exempt, flexible hours with up to 18 hours per week.

Compensation: Hourly range: \$25 to \$35 (commensurate with experience). This position comes with paid holidays and accrued PTO and sick time. This specific position is eligible for employer-paid Salesforce Certification after 6 months of employment.

Office Location: Remote position. Oregon location preferred.

About 1000 Friends of Oregon

As Oregon's only statewide land use watchdog, 1000 Friends works with Oregonians to improve our quality of life by building livable and lovable cities and towns, protecting family farms and forests, and conserving natural areas. 1000 Friends achieves these efforts by building power with Oregonians across the state through land use policy research, advocacy, mentorship and programming, coalition-building, and enforcement. And, as a result of these efforts, Oregonians continue to take care of the only statewide watchdog; the majority of funding, year after year, comes from individual donations.

In 2023, Oregon faces similar pressures to those of the 1960s and 70s: historic amounts of federal stimulus dollars for jobs, transportation, housing, and energy projects. The pressure to irreversibly pave over our farms, forests, and watersheds mounts. But, 1000 Friends is built to work with communities to guide these dollars in ways that improve our quality of life for generations to come. Oregonians continue the strong tradition of resisting pitting two good things against each other like our environment vs. jobs. We continue to show we can build a diversified economy of the future and ground ourselves in nature.

We rely on membership and public events and surveys to ensure we are responding to the most timely issues. We also incorporate polling results. For example, 68% of respondents hope Oregon will limit the construction of new homes in fire-prone areas. Oregon Values and Beliefs Center Survey, June 29, 2022. 71% of Oregonians said they would oppose allowing local governments to permit housing developments in areas currently protected as farm and forestlands. DHM Research, March 16, 2023.

Position Description

The Salesforce Database and Information Coordinator helps 1000 Friends of Oregon honor the relationships we build in our land use research, advocacy, engagement, and enforcement. Without an updated, functioning database, the organization cannot keep track of important relationships, conversations, and planned actions.

1000 Friends of Oregon also believes in safeguarding the privacy of its employees, honoring the sensitivity of personal information, and protecting the information about its members and subscribers. The Salesforce Database and Information Coordinator will ensure the organization is compliant with laws and promising practices for information security. Positioned as an operations staff member, the Coordinator will work closely with employees of all departments to create and sustain useful systems with which all employees can track and manage their activities and data. The ideal candidate will be detail-oriented with a desire to analyze and solve problems. The ideal candidate will also be well-versed in database maintenance, in particular the Salesforce NPSP cloud-based CRM.

Our current customer relations management setup:

- Salesforce (including Apsona built-in)
- Salsa Engage (integrates with Salesforce)

Our anticipated customer relations management setup:

- Salesforce
- Salsa Engage
- Emerging technology add-ons (Stripe, Square, National Change of Address (NCOA) data imports, wealth-screening services (e.g. I-Wave)

Responsibilities

- Architect, implement, and maintain policy and fundraising campaigns, reports, and dashboards using the Salesforce NPSP platform;
- Design, build, maintain, and scale system automations using Salesforce Flow;
- Architect, implement, and maintain tools (e.g., program management modules) for all staff using the Salesforce NPSP platform;
- Flag critical issues for Operations Manager on quality Salesforce NPSP data entry by all users by setting and enforcing standards and controls, deploying data validation rules;
- Ensure data integrity both in terms of deduplication of records and accuracy of data;
- Prepare for Salesforce NPSP release updates by studying plans and requirements, advising stakeholders, coordinating design and programming;
- Generate reports on system performance and problems and proactively improve the Salesforce NPSP platform for maximum efficiency;

- Support technical onboarding and troubleshooting of Salesforce NPSP for new staff;
- Manage users including profiles and permission settings;
- Ensure data governance and data cleaning to prepare for larger volume data imports;
- Coordinate the integration of third-party applications including Apsona and Salsa Engage;
- Understand system mappings, create and updated methods, and sync error troubleshooting;
- Work with external consultants and partners for larger projects and system enhancements;
- Continuously update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, participating in professional organizations;
- Accomplish information management and organizational mission by completing related projects as needed.

Required Qualifications

- Bachelor's degree in business, communications, marketing, or other related field.
- Advanced skills in Microsoft Excel, PowerPoint, and Word, as well as Google G Suite products.
- Comfortable working through ambiguity with a team with various levels of experience in technology.

Preferred Qualifications

- More than two years' related experience including utilization of the Salesforce platform.
- Current Salesforce Administrator certification.

How to Apply

To apply, submit a resume, 3 professional references, and a cover letter (2-page max) describing how your experience and skills match the needs of the organization. Provide these materials as a single PDF document and email them to jobs@friends.org with "Salesforce Database and Information Coordinator" in the subject line. This position will remain posted until filled.

We are most interested in finding the best candidate for the job, who may be someone who doesn't meet every qualification listed. Do not sell yourself short. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

Our Investments in Our Team

1000 Friends of Oregon offers competitive compensation, Employee Assistance Plan, flexible/family-friendly work schedules, paid vacation, and a collaborative work environment. 1000 Friends of Oregon also provides professional development opportunities. As a result, you will find a culture that supports and inspires achievement and personal development.



COVID-19 Vaccine Requirements

1000 Friends of Oregon is requiring staff to be vaccinated. If you need a medical or religious accommodation please speak with the Director of Operations. All new hires will be given 6 weeks to be fully vaccinated from start date. Full policy available upon request.

Working Environment

Salesforce Database and Information Coordinator would be able to work out of either of these physical offices or work remotely. The position requires extended periods of time on the computer, using a mouse, trackpad, or assistive device to enter and manage data.

Equity Statement

We know that land ownership, as well as land use policies and processes, have not always been equitable. Land ownership has been racially restricted, land use entitlements have favored those with access to decision-makers, and public engagement in land use planning has not reached communities of color and low-income communities. Our work at 1000 Friends carries a special responsibility to address equity, diversity, and inclusion because we deal with land and the land use planning system. We think 1000 Friends must consider equity in the land use system while simultaneously working to accomplish our mission. We will work to achieve equity in the decisions that govern 1000 Friends and in the policies for which we advocate and use equity as one of our core metrics for evaluating the effectiveness of our work.

1000 Friends is an Equal Opportunity Employer

Our commitment to diversity includes the recognition that our mission is best advanced by the leadership and contributions of men and women of diverse backgrounds, beliefs, and cultures. Recruiting and mentoring staff to create an inclusive organization that reflects our character is a priority and we encourage applicants from all cultures, races, colors, religions, sexes, national or regional origins, ages, disability status, sexual orientation, gender identity, military, protected veteran status or other status protected by law.

The successful applicant must meet the requirements of 1000 Friends background screening process.