



**Position Posting: Data Integration Specialist/Salesforce Specialist
Neighborhood Housing Services of Greater Cleveland
Part-time Position (25-30 hours per week)**

About Neighborhood Housing Services of Greater Cleveland

Neighborhood Housing Services of Greater Cleveland provides ongoing programs and services for achieving, preserving, and sustaining the American dream of home ownership. NHSGC develops caring and respectful relationships with its clients, from pre-purchase credit counseling to final closing assistance; from training on home repairs and reservation to foreclosure prevention.

Neighborhood Housing Services of Greater Cleveland (NHSGC) is a not-for-profit, community development corporation incorporated in July 1975 as one of the charter organizations of NeighborWorks® America, a network of excellence consisting of 236 organizations working in 4,400 urban, suburban and rural communities in economic and community development across the nation.

About the Position of Data Integration Specialist/Salesforce Specialist

NHSGC is offering the position of Data Integration Specialist/Salesforce Specialist to fill an important organizational role. The Data Integration Specialist carries administrative rights within Salesforce and is responsible for setting up new users and granting the appropriate access to users, generating standard and custom reports, as well as customizing the organization's Salesforce instance as necessary. Customization includes items such as adding custom fields and workflows, adjusting page layouts, and other formatting to make Salesforce more applicable to the organization. This position protects data and ensures prepared reports used by management to drive strategic decision-making are accurate.

The Data Integration Specialist/Salesforce Specialist also serves as the organization's primary liaison between the organization and the NeighborWorks Navigator Technology (NWN) Team.

Desired Results

The Data Integration Specialist/Salesforce Specialist will work closely with the Homeownership Center and a number of different staff in several key areas as outlined below:

- Monitor adoption of Salesforce within the organization and develop strategies to increase user adoption.
- Develop strategies to identify areas for continual improvement of utilization, efficiency and production of Salesforce. Managing the continuous improvement loop, facilitating feedback/engagement meetings on a regular basis.
- Develop and deliver training to staff within the organization on Salesforce.
- Help users understand the benefits of using Salesforce to manage their clients and workload through informal and formal training activities, sharing information, creating job aids including “How-to’s” for front line staff positions and all additional key staff.
- Engage with users to identify ways to maximize Salesforce to be more impactful to the organization and support the way they do business.
- Being an “on call” to front line staff, supporting their activities to ensure their productivity is at the highest level whenever possible.

Duties and Responsibilities

- Leads and monitors adoption of Salesforce within the organization and develops strategies to increase user adoption.
- Serves as primary point of contact for NWN Tech support in troubleshooting issues and customizing the tech. Provides technical troubleshooting for line staff using Salesforce
- Attends NeighborWorks Salesforce Champion monthly online meetings and webinars, as well as periodically scheduled in-person convenings.
- Completes the Salesforce “ADM-201 Administration Essentials for New Admins” 5-day training course, if needed.
- Participates in management meetings, providing technical guidance, input and suggestions to ensure management can make strategic decisions.
- Maintains confidentiality and security of all information.
- Works closely with the I.T. department to ensure data management across the organization reflects a cohesive plan for all forms of data.

Required Skills

- Experience with Salesforce or other customer relationship management platform;
- Experience working with relational databases and management information systems;
- Experience working in both front-office and operations;
- Ability to become proficient quickly in new software and demonstrate that proficiency to a variety of audiences in an effort to educate end users as well as management team members;

- Ability to identify areas of improvement for processes, policies and procedures;
- Management of complex and changing processes and requirements;
- Highly organized, with the ability to identify and act on ever changing priorities;
- Consultative or training skills to engage staff in use of Salesforce for organizational benefit;
- An open systems perspective, understanding how each cog in the wheel effects other users, and then conveying those concepts to staff members;
- Management of operations and workflows that support a fast-paced work environment;
- Strong attention to detail; ability to perform duties with a high level of accuracy;
- A proactive approach to problem solving and time management;
- Effective oral and written communication skills;
- Able to organize work, engage in a variety of tasks simultaneously and consistently meet deadlines;
- Able to work independently with minimal supervision;
- Demonstrated ability to work collaboratively with diverse individuals and organizations and;
- Valid, current driver's license.

Required Experience

- A minimum of four years' relevant experience;
- Associates Degree in business, computer science, or similar field;
- Salesforce CRM experience highly preferred and;
- Familiarity with the housing industry a plus.

This position serves as a specialist for the value of Salesforce in driving the organization's goals and objectives, through user training, coaching, and demonstrating the value of the data managed and governance.

Salary and Benefits

- NHSGC offers a competitive salary

Submit resume, cover letter and salary requirements to:

Mahria Harris, Director of Homeownership Services
 Neighborhood Housing Services of Greater Cleveland

Mharris@nhscleveland.org

Neighborhood Housing Services of Greater Cleveland is an Equal Opportunity Employer. The organization does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or any other characteristic protected by law.