



JOB DESCRIPTION – SYSTEM ADMINISTRATOR

The Challenged Athletes Foundation® (CAF) is a world leader in helping individuals with physical challenges get involved – and stay involved – in sports and fitness. CAF believes that participation in sports at any level increases self-esteem, encourages independence, and enhances quality of life. Since 1994, more than \$72 million has been raised and over 13,000 funding requests from challenged athletes in all 50 states and dozens of countries have been satisfied. Additionally, CAF's outreach efforts impact another 60,000 individuals each year. This is a full-time, exempt position based in San Diego, CA.

POSITION SUMMARY

The System Administrator will work across multiple teams to provide day-to-day configuration, support, and maintenance of CAF's customized Salesforce instance (Luminate CRM by Blackbaud) and integration with Luminate Online and other third party software and apps. The position will focus on maintaining the integrity of data which drives prospect identification, cultivation, solicitation and stewardship activities. He/she will ensure timely and accurate processing of data which includes developing and maintaining systems for data cleansing, report preparation, list generation, data and gift entry, relationship management and support.

RESPONSIBILITIES

- Oversee day-to-day activities and operations of a customized Luminate CRM implementation.
- Manage Luminate Online and third party software/app (GreaterGiving, Crowdrise) integration and data flow to ensure maximum efficiency and data integrity including custom field and cross reference/mirroring configuration.
- Develop, execute and maintain systems for data cleansing, data loads, data syncing, report preparation and list generation, data and gift entry and relationship management.
- Create customized reports and dashboards to share data across teams. Develop and maintain naming conventions of picklists, report folders and other areas to improve system usability.
- Create and manage custom objects, fields, formulas, validation rules, custom workflows, alerts, approval processes and other enhancements to Luminate CRM.

- Coordinate with the finance/accounting team to ensure data integrity and consistency in reporting between Luminate and accounting systems.
- Train and manage volunteer(s) to assist with necessary data entry and clean-up.
- Work with staff who use Luminate CRM and Luminate Online to provide onboarding, training and continued support.
- Serve as primary organizational contact to troubleshoot customer support issues with Salesforce, Luminate CRM, Luminate Online and third party apps and software.
- Manage project management queue for reporting and data analytic requests from multiple teams.
- Manage projects to improve use of Luminate CRM including working with staff and external consultants to streamline processes and implement enhancements to the system.
- Participate in cross-functional teams that address strategic issues involving Luminate CRM. Facilitate the Systems Steering Committee, comprised of internal stakeholders representing CAF departments and work group to create user policies and procedures.
- Additional duties, as needed.

Requirements and Qualifications

- Bachelor's degree in information systems, business administration or related discipline.
- Minimum 2 years of experience with Salesforce as an Administrator; preferably in a nonprofit environment.
- Salesforce Administration Certification highly preferred.
- Experience with Luminate CRM (Salesforce instance by Blackbaud) and Luminate Online preferred.
- Experience in troubleshooting and resolving database integrity, integration, and performance issues.
- Ability to prioritize and multi-task in a fast paced environment with high standards and tight deadlines.
- Ability to translate business requirements into technical deliverables.
- Detail-oriented with strong planning skills, good judgment and consistent follow through.
- Highly organized, responsible, and attentive to timelines and details
- Personal qualities of integrity, credibility and commitment to CAF's mission.

Submit cover letter, resume and salary requirements to hr@challengedathletes.org.