



## Position Description

### **CAN Salesforce Consultant/Manager**

Please send a cover letter and resume to Valerie Muthuswami to apply:

[vmuthuswami@canwashtenaw.org](mailto:vmuthuswami@canwashtenaw.org)

#### **Type of Employment:**

Depending on the candidate's preferences:

- Part-Time, "Salesforce Manager" (W-2) or
- Contractual, "Salesforce Consultant" (1099)
- Remote or Hybrid options available

**Supervised by:** Executive Director

#### **Overview:**

A Salesforce Consultant or Manager at CAN will design, operate, and integrate Salesforce systems to enable efficiencies in key areas of the organization; provide coaching in best practices for key CAN staff; use Salesforce automation to streamline internal processes; work with relevant team members to learn project requirements, facilitate process analysis sessions, and develop technology solutions; identify issues and risks, and present solutions for alleviating or resolving them; maintain data hygiene and documentation; handles sensitive information with discretion.

The position does not require a Salesforce Administrator's certification, but ongoing professional development is encouraged.

#### **Benefits:**

- Pay range: \$30-\$50/hr, 10-20 hours/week (commensurate on formal and informal experience)
- Supportive and collaborative work environment that promotes workload balance and self-care
- Comprehensive, dynamic supervision and support with professional development opportunities

#### **Key Responsibilities:**

- Design, build, and deliver tailored solutions for CAN and other connected technologies/third-party apps
- Provide day-to-day administration, troubleshooting, and maintenance for the connected Salesforce platform
- Support continued build-out of key reports and dashboards, data administration, and integrity upkeep
- Recommend new features and improvements to optimize and increase the use of the platform
- Provide technical specifications and help maintain overall documentation for CAN
- Adhere to and promote best practices, and design the guidelines for security procedures

#### **Requirements for the position**

- Alignment with CAN's Mission and Guiding Principles
- Strong knowledge base of Salesforce design, implementation, and configurations
- Experience in or capacity to learn FormAssembly + additional third-party integration tools
- Strong presentation/training and communications skills
- Thrives in a collaborative environment
- Excels at problem-solving and finding creative solutions



## Community Action Network (CAN)

*Community Action Network (CAN) partners with children, youth, and families from under-resourced Washtenaw County neighborhoods to create better futures for themselves and improve the communities in which they live.*

CAN envisions the closing of socio-economic gaps by providing educational and enrichment programs for children and teens, supportive services for families within specific communities, and challenging systems rooted in racism and inequality.

The organization operates six community centers situated within specific communities across Washtenaw County. Each of these centers operates after-school and summer programs, food and other resource stabilization programs, and community events. CAN also implements sustainability and advocacy efforts at the local, state, and national levels.

### **Find Us Online**

- [canwashtenaw.org](http://canwashtenaw.org)
- [facebook.com/canannarbor](https://www.facebook.com/canannarbor)
- [instagram.com/canannarbor](https://www.instagram.com/canannarbor)

### **Working Environment**

CAN is committed to cultivating a culture of inclusion, learning, flexibility, and collaboration. We are a team of problem solvers who work together with a variety of diverse stakeholders to accomplish our mission. We are dedicated to building strong communities and dismantling systems of oppression.

Our Guiding Principles: <https://www.canwashtenaw.org/guiding-principles>

### **EQUAL EMPLOYMENT OPPORTUNITY**

CAN is committed to providing equal employment opportunity to all individuals without regard to race, color, national origin, sex, sexual orientation, religion, age, marital status, height, weight, or the presence of a non-job related medical condition or disability. Hiring decisions will be based upon full consideration of all applications for positions in the agency and will seek to hire the most qualified individual.