Salesforce Administrator

Position Summary

The Salesforce Administrator will lead the ongoing development of Farmer Mac's Salesforce presence. The successful candidate will have a record of success in improving processes and adoption using the Force.com platform. The administrator will work closely with functional leaders, organizational units, and subject matter experts to identify, develop, and deploy new business processes that can be configured within Salesforce. This role is part technical project manager, part administrator and part Salesforce analyst. The Salesforce Administrator will be responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM, Customer platform.

The People You Will Work With

The position will report directly to the Director IT Transformation & DevOps. The position works alongside other IT staff members and contract vendors. Interaction will occur with all Farmer Mac users, via change management portals, e-mail, instant message, telephone, and face to face.

Where and When You Will Work

Work is to be conducted at Farmer Mac's headquarters at 1999 K Street, NW, Washington, DC. While occasional telework may be approved by management, this position primarily supports on-site development and support. Business hours are Monday through Friday 8:30 am to 5:30 pm Eastern Time. Core support hours are Monday through Friday 9:00 am to 4:00 pm Eastern Time (market trading hours). Work outside of these times may be required for planned and unplanned activities for the purposes of minimizing business disruption, ensuring business continuity, and coordinating work with vendors and service providers.

Primary Responsibilities and Duties

- Serves as primary system administrator for Farmer Mac's Salesforce environment
- Handles all basic administrative functions including user account maintenance, reports and dashboards, workflows, and other routine tasks
- Completes regular internal system audits and prepare for upgrades
- Manages and monitors Salesforce data feeds and other integrations
- Coordinates the evaluation, scope, and completion of new development requests
- Works with change management, technology and customer team to establish suitable processes to support administrative, development, and change management activities

- Assists in training new users and grows the Salesforce skill set across the organization
- Effectively acts as the liaison between our users, vendors, and the application development team
- Works independently with members of the user community to define and document development requirements

Desired Skills and Qualifications

- Excellent project management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Must demonstrate exceptional verbal and written communication skills
- Must demonstrate ability to communicate effectively at all levels of the organization
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, deconstruct high-level information into details, abstract up from low-level information to general understanding, and distinguish user requests from the underlying true needs
- Ability to assess the impact of new requirements on Salesforce and all upstream and downstream applications, systems, and processes
- Salesforce Admin (ADM201 and ADM211) certification preferred
- Sales Cloud, Service Cloud and Developer certifications preferred
- Experience with nonprofit processes preferred

Education and Experience

- Minimum two years of experience as a Salesforce administrator
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce best practices and functionality
- Strong data management abilities
- A documented history of successfully driving projects to completion
- A demonstrated ability to understand and articulate complex requirements
- Experience working in a SCRUM or Agile environment

About Us

At Farmer Mac, everything we do is inspired by our mission, our promise and our values. We are a diverse group of talented, engaged, and passionate individuals who are committed to bringing vitality to rural America through innovation, collaboration, and excellence. This team embodies these principles that have guided Farmer Mac since its inception and help us to serve as a champion for rural America. Candidates for this position must share the same appreciation for rural America and should want to devote a career to serving those who help set the global standard in agriculture and rural utilities while advancing the livelihood of rural communities.

Farmer Mac's Mission

Farmer Mac is committed to help build a strong and vital rural America by increasing the availability and affordability of credit for the benefit of American agriculture and rural communities.

Farmer Mac's Promise

To build a strong and vital rural America through innovation, collaboration, and excellence.

Farmer Mac's Core Values

Stewardship	Unparalleled Service
Innovative Thinking	Collegial Collaboration
Unrelenting Excellence	Absolute Integrity
Passion for Rural America	One Farmer Mac

Farmer Mac is an equal opportunity employer.

NO EMPLOYEE OR JOB APPLICANT WILL BE DENIED OPPORTUNITIES OR BENEFITS AT FARMER MAC BASED ON RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN, DISABILITY, VETERAN STATUS, CITIZENSHIP STATUS, GENETIC INFORMATION, OR ANY OTHER BASIS PROHIBITED BY APPLICABLE LAW.