



Position: Junior Salesforce Administrator

Location: Montreat, NC

Start Date: As soon as available

Summary: Provide daily administration and support of the Salesforce platform including but not limited to managing multiple profiles and roles, configuring Salesforce reports, dashboards, objects, fields, workflow, etc. Manage entry, processing, and ensure the confidentiality, integrity and availability of admissions data in support of the college's recruitment and enrollment goals. Provide reports and data as needed for the effective functioning of the traditional and online admissions offices. Serve as admissions data liaison with internal constituents and third-party contractors. Ensure the effective use of the admissions CRM and data by staff, students, and key stakeholders.

A qualified candidate will have a personal commitment to Jesus Christ and affirm and support the [vision, mission, statement of faith, and community life covenant](#) of Montreat College.

Duties:

- Provide daily administration and support of the Salesforce platform including but not limited to managing multiple profiles and roles, configuring Salesforce reports, dashboards, objects, fields, workflow, etc.
- Keep abreast of new Salesforce features and functionality and providing recommendations for process improvements, i.e. Trailhead, Success Communities, spring, summer, and winter releases.
- Create and maintain documentation on processes, application configuration, and training material for users.
- Provide application users with technical support.
- Log and track identified system problems through resolution.
- Ensure consistent, accurate, and timely entry of student data into Salesforce and Jenzabar One.
- Manage downloading, importing and/or manual entry of all purchased names, new student inquiries, test scores, and applications from various sources. Serve as point person for admissions staff and student workers who assist with these processes.
- Serve as data liaison with third-party vendors/contractors to assess data requirements, send/receive data; translate and code data as needed.
- Assist in maintaining an organized flow of data and admissions files to internal and external constituents
- Provide leadership in managing data integrity; perform routine database maintenance and data audits
- Assess procedures and build tools, where appropriate, to streamline and improve the recruitment and enrollment process
- Meet on a regular basis with the Director of Campus Technology and other members of the admissions team to evaluate progress toward goals, serving as a resource for data reporting and analysis.
- Continuously monitor data quality and integrity.

Qualifications:

- Database and/or CRM system experience required
- Demonstrate and articulate a personal Christian faith

Education: Bachelor's degree preferred

Application Requirements:

Send the following materials:

1. Complete [application](#).
2. Letter of application
3. Curriculum vitae
4. transcripts
5. Statement of Christian faith
6. Three current letters of reference

By Mail: Paul Hawkinson

Director of Technology

PO Box 1267

Montreat, NC 28757

Or via email to: phawkinson@montreat.edu

About Montreat College:

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one of the most attractive living environments in the United States. Satellite campuses in Asheville, Charlotte, and other sites supplement the main campus. The College is committed to Christ-centered teaching and learning, and is a member of the Council for Christian Colleges & Universities.