POSTING TITLE: Regional CRM System Admin -- Americas
DEPARTMENT/OFFICE: Foundation Team
DUTY STATION: Remote (US or Latin America)
DURATION: Current– 31 July 2023

POSITION SUMMARY
The Foundation for the Global Compact seeks a highly motivated product management professional to support the strategic rollout and development of its Salesforce CRM. The Foundation for the Global Compact directly supports the United Nations Global Compact which is a call to companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals, such as the Sustainable Development Goals.

The Regional CRM System Admin will be a key contributor in providing salesforce administration support, training, issue resolution, and new feature development for Global Compact Local Network salesforce users in the Americas region. Consultant will work closely with various stakeholder teams within the UN Global Compact to encourage adoption and data and process standards. This individual will play a key role in the UNGC CRM and data team and collaborate with them and others on additional projects of interest as their salesforce skills and contributions increase.

DUTIES & RESPONSIBILITIES

- Support Global Compact Local Networks based in North America, Latin America & the Caribbean in Salesforce administration requests including new user onboarding, profile edits, list uploads, issue resolution, training support and new feature rollouts
- Enforce UNGC defined data management, access, and storage policies to ensure appropriate access to the global contact database
- Engage with multiple stakeholders in English or Spanish to resolve issues, define requirements, and generate greater awareness of salesforce functionality
- Participate in the digital and CRM agile development process using Asana for ticket tracking
- Identify key areas of business processes for automation and optimized efficiency and encourage innovation at a local level
- Conduct data analysis and visualization using the Reports & Dashboards in Salesforce
- Support localized integrations with approved native and external digital platforms, including Pardot, Zoom, and our Learning Management System
- Manage user licenses and support localized budget planning related for CRM costs

Please, no phone calls or unsolicited e-mails outside of the submission process
COMPETENCIES

- Ethical Practice: Ability to integrate core values, integrity and accountability throughout all organizational and business practices.
- Demonstrated skills and experience with Salesforce (Sales Cloud preferred)
- Business level English and Spanish required, Portuguese highly valued
- Experience with Pardot (or another marketing automation tool) for data management, and data analysis a plus
- Critical Evaluation: Ability to gather and interpret data to support making business decisions and recommendations. Ability to thrive in a complex environment and distill complex situations
- Agility: Fast, curious learner who questions the status quo and is capable of making sense of complexity. Ability to connect actions / decisions to broader (downstream) implications and can adapt to achieve results
- Communication: Ability to speak and write clearly and effectively; listen to others; correctly interpret messages; effectively convey information; demonstrate openness in sharing information and keeping people informed
- Global and Cultural Effectiveness: Ability to value and consider the perspectives and backgrounds of all individuals
- Relationship Management: Ability to manage interactions to provide service and to support the organization

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

EDUCATION:

- Bachelor’s level degree or equivalent professional experience as a software platform administrator
- Sales Cloud administrator certificate or other salesforce product certifications

WORK EXPERIENCE:

- 3-5 years of relevant work experience, ideally in product management or project management with 2 years supporting Salesforce users
- Solid planning and organizational skills
- Strong written and verbal communication
- Fluent in Spanish

RECRUITMENT PROCESS

Please include the following materials in your e-mail submission to hrinquiries@unglobalcompact.org with the subject heading “Consultant, CRM & Data”

1. Cover Letter
2. Resume/CV

Please, no phone calls or unsolicited e-mails outside of the submission process
• Applications will be accepted until 2 December 2022
• Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.