POSTING TITLE: Coordinator, CRM and Financial Platform Admin

DEPARTMENT/OFFICE: Foundation Team

DUTY STATION: New York, NY

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 and its integration with financial and accounting systems. 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 Coordinator will be a key contributor in providing Salesforce administration support, training, issue resolution, and new feature development for all users. The Coordinator 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 Digital team and collaborate with them and others on additional projects of interest as their Salesforce skills and contributions increase.

DUTIES & RESPONSIBILITIES

● Support UNGC users at the HQ office in New York and Global Compact Local Networks 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
● Support Salesforce integrations with UNGC accounting systems and workflows
● Engage with multiple stakeholders 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
Foundation for the Global Compact

Job Opening | Coordinator, CRM and Financial Platform Admin

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)
● Demonstrated skills and experience using salesforce to enable financial systems, processes and workflows
● 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

BENEFITS

• Salary Range - $51,000 - $65,000
• Retirement Plan – 15% employer contribution after 6 months of services with additional 7.5% matching option.
• Vacation Days - 30 paid days (6 weeks) per year.
• Maternity leave - 16 weeks with full pay.
• Paternity leave - 4 weeks with full pay.
• Medical /dental/vision employee coverage

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
● Certifications in financial/accounting systems (e.g. Sage Intacct, Quickbooks, Xero) a plus

WORK EXPERIENCE:

Please, no phone calls or unsolicited e-mails outside of the submission process
3-5 years of relevant work experience, ideally in product management or project management with 2 years supporting Salesforce users

1 or more years experience working with financial systems and processes

Experience with workflow automation tools (Workato, Zapier) a plus

Solid planning and organizational skills

Strong written and verbal communication

Fluency in English Required. Additional languages a plus

RECRUITMENT PROCESS

Please include the following materials in your e-mail submission to hrinquiries@unglobalcompact.org with the subject heading “Coordinator CRM and Financial Platform Admin”

1. Cover Letter
2. Resume/CV

Applications will be accepted until 21 July 2023.

Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

Applicants must be authorized to work in the United States. The Foundation for the Global Compact does not sponsor work visas.

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.

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