

# Foundation for the Global Compact

Job Opening | Regional System Admin – Latin America & the Caribbean



**POSTING TITLE:** Coordinator, Regional System Admin – Latin America & the Caribbean  
**DEPARTMENT:** Foundation Team  
**DUTY STATION:** NYC

## POSITION SUMMARY

The Foundation for the Global Compact seeks a highly motivated product management professional to support the strategic rollout and development of its digital infrastructure, including its Salesforce CRM and Account Engagement (formerly Pardot) marketing automation system. 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 System Admin will be a key contributor in providing CRM administration support, training, issue resolution, and new feature development for Global Compact Local Network users in the LAC region. They will also support on user administration and contact management processes related to our Salesforce CRM and key digital platforms connected to our CRM, including our website intranet, Account Engagement marketing platform, and our global Learning Management System.

This role is initially scoped as a full-time contractor. Please note, under its charter The Foundation for the Global Compact is not permitted to hire full time employees outside of the USA.

## DUTIES & RESPONSIBILITIES

- Support Global Compact Local Networks based Latin America & the Caribbean in Salesforce administration requests including new user onboarding, profile edits, list uploads, issue resolution, training support and new feature rollouts
- Support Global Compact Local Networks based in Latin America & the Caribbean in Salesforce Account Engagement (formerly Pardot) administration requests, including user access, permissions, training support and lead/contact management
- Ensure aligned user and contact data between key digital platforms connected with our Salesforce CRM
- 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 CRM and marketing automation functionality
- Encourage proper campaign management between CRM and marketing automation platforms

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- Participate in the Digital Team's agile development process, and completing request tickets in a timely and transparent manner
- 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
- Coordinate user licenses and support localized budget planning related to Salesforce and Account Engagement costs

## 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 and Salesforce Account Engagement (formerly Pardot)
- Business level English and Spanish required, Portuguese highly valued
- Digital Marketing competency and interest highly valued
- 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.
- Paid Parental Leave
- Medical /dental/vision employee coverage

## EDUCATIONAL AND EXPERIENCE REQUIREMENTS

### EDUCATION:

- Bachelor's level degree or equivalent professional experience as a software platform administrator

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

- Sales Cloud administrator certificate or other Salesforce product certifications highly valued

## 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

## RECRUITMENT PROCESS

Please include the following materials in your e-mail submission to **hrinquiries@unglobalcompact.org** with the subject heading “Regional System Admin, Latin America & the Caribbean”

1. Cover Letter
  2. Resume/CV
- Applications will be accepted until **30 January 2024**.
  - 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.**