

## Position Description

Position Title	Salesforce Administrator
Location	Brisbane
Team	Operations
Employment Status	Full-time permanent
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services)
Reports to	Senior Data Specialist
Direct Reports	Nil
Version	July 2024

### PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

### SECTION 1

#### OUR VISION

Lung Foundation Australia enables life-saving lung health and lung cancer research, and champions programs so that Australians with lung disease and lung cancer can live their best life.

#### OUR MISSION

By 2030, Lung Foundation Australia will be recognised as one of the world's most innovative and effective lung health charities and a fearless leader of lung health and lung cancer policy, programs and research.

#### STRATEGIC PILLARS

- Healthy lungs for all
- Australia's lung health research funding incubator
- Impactful and meaningful lung disease programs and support
- Valuing our people
- Purposeful leadership and ethical governance.

#### LUNG FOUNDATION AUSTRALIA VALUES

Our values are represented by **BE FAIR**

- **Bold** | be proactive and take risks that achieve our Mission.
- **Entrepreneurial** | be focused on outcomes and strive to find new ways of working, remembering we are profit-for-purpose.
- **Fair** | be equitable and work in the interests of all our stakeholders, particularly patients and their carers.
- **Agile** | be responsive and proactive to create positive change.
- **Innovative** | be inventive and find new ways of doing things that achieve our Mission.
- **Respectful** | be honest and work hard every day in every way – we are funded by the community they should expect nothing less.

## **OUR TEAM**

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body. Lung Foundation Australia aspires to be an Employer of Choice. Lung Foundation Australia is entering a period of accelerated growth consolidating three years of strong performance which saw the Foundation named Non-Government Organisation of the Year in 2020 and The Voice Projects Best Place to Work over the last four years.

We operate from three offices: Brisbane, Sydney and Melbourne with a national footprint established by our support and research programs. We are committed to work life balance and flexibility in the workplace.

As our impact grows with increased government and community funding so does our team and our army of volunteer supporters.

## **SECTION 2**

### **PURPOSE OF THIS ROLE**

The Salesforce Administrator is responsible for driving the successful set up and ongoing maintenance of the Salesforce platform, and associated applications and supporting 50 plus users across the organisation. This role will assist in the delivery of other activities depending on the needs of the team and organisation including backfilling for other Operations team members during leave periods as required.

### **SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)**

#### **Qualifications**

This role is ideally suited to an individual who is a Salesforce Certified Administrator (CRT-101) or studying towards.

#### **Experience**

A minimum of 2 years' experience as a Salesforce Administrator is required and a record of successful system integration over multiple platforms. Experience in a Not-for-Profit environment including fundraising functions would be advantageous.

### Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Highly developed written and verbal communication skills, with the ability to communicate effectively to a range of different audiences.
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- Proven ability to work autonomously and cross-functionally across teams.
- A keen eye for detail and an ability to manage concurrent projects.
- Ability to identify service improvements.
- Proven ability to prioritise multiple tasks and respond to changing priorities and short deadlines.
- Experienced use of Microsoft Office software.
- Ability to travel interstate to other office locations as required.

As part of your induction process you will be required to undertake the following:

- National Police Check

### KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

Key Areas of Responsibility	Performance Outcomes
<b>Salesforce Administration</b>	<ul style="list-style-type: none"> <li>• Effective coordination of Salesforce user queries in a timely manner including monitoring and troubleshooting.</li> <li>• Ensure all documentation of salesforce processes and workflows remain current and updated.</li> <li>• Assist the Senior Data Specialist in assessing all salesforce project requests, including identifying and scoping future opportunities and developments.</li> <li>• Customisation including creation of custom objects and fields, modifying record types, page layouts and related lists.</li> <li>• Processes created and maintained in declarative tools such as validation rules, process builder and Lightning flow.</li> <li>• Report templates and dashboards built according to user requirements.</li> <li>• Bulk updates of data completed using the data loader.</li> <li>• Knowledge of Salesforce Flows is advantageous.</li> </ul>
<b>Database understanding and capability</b>	<ul style="list-style-type: none"> <li>• Delivery of onboarding, ongoing and adhoc training of staff across the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Produce and update training documents/manuals.</li> </ul>
<b>User and project management</b>	<ul style="list-style-type: none"> <li>• Oversight of user management across the platform including Nintex, Payments2us, Form Assembly and Dashcord.</li> <li>• Involvement in business intelligence system projects across the organisation.</li> <li>• Assist the Senior Data Specialist and project team for the Digital Transformation taking place in 2024-25 (including CRM, website, marketing automation).</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with internal and external stakeholders to drive the successful set up and ongoing maintenance of the Salesforce platform.</li> <li>• Liaise with third party providers and steward the data quality and effectiveness of the Salesforce instances.</li> </ul>
<b>Continuous quality monitoring and improvement</b>	<ul style="list-style-type: none"> <li>• Ensure that efficiencies are maximised and LFA is capitalising on the full features and benefits of Salesforce.</li> <li>• Identification and implementation of database improvements upon agreement with the Senior Salesforce Administrator</li> <li>• Cleaning of data to ensure consistency and ensure all users are adhering to LFA best practice for data entry.</li> <li>• Duplicate management.</li> <li>• Timely communication regarding any issues of concern to the Senior Salesforce Administrator and implementation of risk mitigation strategies as required.</li> </ul>
<b>Team contribution and effectiveness</b>	<ul style="list-style-type: none"> <li>• Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values – BE FAIR.</li> <li>• Work in a consultative manner with the senior leadership team and in collaboration with broader team to achieve goals.</li> <li>• Work synergistically within and across teams of Lung Foundation Australia.</li> <li>• Regular cross-organisation communication of program activity.</li> <li>• Participation in Lung Foundation Australia events and meetings as required.</li> <li>• Compliance with Lung Foundation Australia values, policies, procedures and statutory obligations.</li> </ul>
<b>Workplace Health &amp; Safety (WHS)</b>	<ul style="list-style-type: none"> <li>• Compliance with legislative and Lung Foundation Australia WHS Policy.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Ensure a safe working environment for self and others, including when working from home.</li></ul> |
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### **SECTION 3**

#### **REPORTING RELATIONSHIPS**

- This is one of several positions reporting to the Senior Data Specialist.

#### **EXTERNAL RELATIONSHIPS**

This position works with a variety of internal and external stakeholders to deliver projects and activities.

#### **Additional Notes .**

- Flexible work life balance opportunities and processes including working from home and flexible rostering applies, in consultation with your Manager. Note in your first 3 months in the role you will be expected to work full time from the office.
- LFA has paid parenting leave including superannuation (16 weeks) in addition to government support.
- Generous leave provisions including 4 weeks of annual leave, 2 weeks of personal/carer's leave and 4 mental health days (one per quarter).
- You may retain all frequent flyer points to be used at your discretion.
- Generous professional development allowance per annum.
- An Employee Assistance Program (EAP) is funded by the employer for business and private access.
- Our working week is Monday to Sunday, our span of hours is 6am to 8pm, and overtime applies for Saturday or Sunday if time off in lieu is not agreed.

### **SECTION 4**

#### **PERFORMANCE APPRAISALS**

- Performance review and career development discussions will take place six monthly with the Senior Salesforce Administrator.

### **SECTION 5**

#### **ACCEPTANCE OF POSITION DESCRIPTION**

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

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(Employee name)

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Date