



## Manager, Data Analysis / Salesforce Admin Job Description Temporary Part-Time (3 days/week)

### **About Volunteer New York!**

Volunteer New York! is a one-stop resource devoted to increasing volunteerism in Westchester and our surrounding communities. Our core mission is to inspire, mobilize, and equip individuals and groups to take positive action to address pressing challenges, support nonprofits and strengthen the quality of life in our community. We believe in volunteerism and community.

For 70 years, Volunteer New York! has evolved to meet the changing needs in our community, creating initiatives in collaboration with the business community, expanding services to engage volunteers of all ages, and expanding its online outreach to make it even easier for people to get connected. Through organized volunteer projects, as well as by connecting individuals to nonprofit organizations, Volunteer New York! helps people take action to strengthen the quality of life in their community.

During the past year alone, Volunteer New York! inspired over 23,000 volunteers in Westchester, Putnam and Rockland counties who contributed over 301,000 hours of service valued in excess of \$8.7 million.

Volunteer New York! prides itself on a culture of excellence and was recently recognized, for a seventh year in a row, as **Top Rated Nonprofit**.

### **Position Description:**

Reporting to the Interim Senior Director of Programs, the Manager, Data Analysis, is responsible for assisting the Interim Senior Director of Programs in developing the operational, analytical, and organizational processes that underpin an effective, efficient Salesforce instance. The Manager will support the creation of templates, processes, and other tools to support quality assurance, data accuracy, pipeline development, performance and impact tracking, and project implementation. The Manager will also support reporting and technology needs across the organization. Other key operational functions include: Salesforce support and prospect list segmentation and generation.

The ideal candidate must be passionate about the role volunteers can play in solving pressing community needs. They possess strong analytical, verbal and written communications skills and have a passion for data analysis, reporting, developing systems and documentation. They are willing to be flexible, keep a sense of humor, maintain a "can do" attitude and solve problems with confidence.

**The position will run from September 1, 2019 through June 30, 2020.**

### **Responsibilities:**

- Responsible for database, ensuring accurate and clean data
- Provide Salesforce support and supplemental training to staff and help strengthen the Salesforce skill set across the organization
- Troubleshoot issues and errors in Salesforce, submitting tickets as needed to the HandsOn Connect Solution Center/Salesforce Power of Us Hub; attend open lab hours
- Document processes and create how to documents for staff to follow when entering contacts, volunteer opportunities, campaigns, and more
- Reconcile databases used by Volunteer New York! (Salesforce, Volunteer Reporter and Constant Contact)
- Design, build, and automate dashboards and reports in Salesforce
- Use workflows/process builder to automate and streamline processes



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- Assisting, as necessary, with organization-wide "all hands on deck" initiatives such as Annual Volunteer Spirit Awards Breakfast Benefit, Leadership Westchester Graduation, Board Speed Dating, etc.

### Qualifications:

- Bachelor's degree
- Salesforce experience required; experience with Lightning Experience a plus
- Strong analytical skills with the ability to collect, organize, interpret and analyze large, complex datasets with superior attention to detail and dedication to accuracy
- Strong administrative and organizational skills; ability to prioritize and manage many projects simultaneously while maintaining event timelines and meeting deadlines
- Excellent interpersonal, written and verbal communication skills
- Ability to work effectively both independently and as a member of a team
- Ability to be flexible, to keep a sense of humor and to solve problems with confidence and creativity
- Demonstrate commitment to community service and volunteerism; you believe that everyone can serve, volunteering is transformational, and that relationships matter
- Flexible schedule, including the ability to work evenings and occasional weekends, as needed

### Salary:

\$21-24 per hour depending on experience

### To Apply:

Applicants should send a brief cover letter and resume to: Katie Pfeifer, Interim Senior Director of Programs, [katie@volunteernewyork.org](mailto:katie@volunteernewyork.org). Please include Manager, Data Analysis in the subject line.

Volunteer New York! is an Equal Opportunity Employer

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.