

SALESFORCE ADMIN/PROJECT SPECIALIST

The Fund for Public Health in New York City, (FPHNYC) is a 501(c)3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

PROGRAM OVERVIEW

The Primary Care Information Project (PCIP), a bureau in the NYC Department of Health and Mental Hygiene (DOHMH) is devoted to improving health by promoting and supporting primary care. The PCIP works with over 1,300 health care organizations on increasing clinical prevention opportunities, reducing health disparities, managing/preventing chronic disease, and creating community linkages to support health promotion.

Many of the activities and services to primary care are funded by grants and delivered through the New York City Regional Electronic Adoption Center for Health (NYC REACH) devoted to promoting and supporting the adoption of the chronic care model; using payment reform to advance population health by advocating and promoting reforms and programs that will facilitate the delivery of quality primary care; and monitoring the New York City healthcare system by leveraging data to monitor quality of care and population health to inform public health decisions. To learn more, visit us at www.nyc.gov/pcip or www.nycreach.org

POSITION OVERVIEW

PCIP is seeking a **SALESFORCE ADMIN\PROJECT SPECIALIST** who will provide strategic, administrative and service-related data, project coordination and analytical support to all teams within the organization with a core focus on Salesforce CRM management. The primary emphasis of this position is to learn and anticipate the business needs, deliver high quality data services to core business team members and provide best practices on managing data end-to-end.

RESPONSIBILITIES

- Act as a key coordinator of Salesforce CRM System and data analytic request for new and existing projects
- Maintain and track Salesforce and data related project progress from multiple teams
- Meet regularly with team leaders and staff to address ongoing business reporting needs

- Work with managers and staff to develop solutions for programs and project initiatives that require a Salesforce component
- Prepare data files and upload the data into Salesforce using Apex Data Loader and third party tools such as CRMfusion Demand Tools.
- Identify system issues and propose solutions for remediating
- Create and maintain internal technical documentation
- Manage security, users, roles, profiles, groups, queues, and other setup options
- Regularly perform database de-duping and cleanup procedures
- Respond to daily production tickets/cases in a timely manner
- Develop guidelines and educate users on utilization of the Salesforce CRM
- Prepare and train existing and new hires
- Provide guidance on report design and program structure in the system
- Create reports in Salesforce to meet operational requirements

QUALIFICATIONS

- Bachelor's degree, preferably in technology, business or healthcare
- 1-2 years of experience working as a Salesforce CRM Admin
- Must have data analysis experience and be comfortable with data validation, processing, and maintenance tasks
- Experience aligning business applications with complex business process requirements
- Excellent customer service skills with strong written, verbal and listening communication skills
- SQL and APEX knowledge a plus
- Ability to work collaboratively on a high-performance team
- Ability to manage multiple projects and work on tight deadlines

SALARY AND BENEFITS

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience and salary history.

TO APPLY

To apply, send Resume, with Cover Letter, including salary requested and how your experience relates to this position, to publichealthjobs@fphnyc.org indicating "Salesforce Admin/Project Specialist and your name" in the subject line.

The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.