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Job Title: CRM Administrator
Reports to: Director of Operations
Job-Type: Full Time, Exempt Employee
Hours: Typically, Monday-Friday, 9 am to 5 pm

The Texas Public Charter Schools Association (TPCSA) is the voice of public charter schools in Texas. Its mission is to support and advocate for public charter schools to ensure every family has the ability to choose a high-quality public school. We work closely with our sister organization, Charter Schools Now.

Charter Schools Now (CSN) is the advocacy arm of the public charter school community in Texas. Its mission is to support and advocate for public charter schools to ensure every family has the ability to choose a high-quality public school.

A. Job Summary

The CRM (Customer Relationship Management) Administrator will assess, design, implement and maintain TPCSA and CSN data systems. This position will be the lead for process automation, data management, and reporting, and will be responsible for setting up systems to be utilized to their fullest capacity, while supporting and training end users. The CRM Administrator should be capable of both setting the vision of TPCSA/CSN data strategy, while also being comfortable getting into the nuts and bolts of system administration and data management.

The first big project will be analyzing organizational processes and data needs to support the implementation of a new Salesforce instance. TPCSA has a pre-existing outdated Salesforce implementation that no longer matches the organization's mission and structure. TPCSA/CSN is still committed to the power of Salesforce as a platform and is looking for a fresh start, taking advantage of the many new features the CRM has released in the last decade.

B. Essential Job Functions

- Oversees database systems development and modification efforts
- Act as the gate-keeper to TPCSA/CSN data, responsible for monitoring what comes in and out and preventing the input of improperly cleaned or uncoded data through the use of rules and automation

- Define data management processes and rules to direct and guide other staff members in data importing, data cleaning, and basic data analysis
- Design and implement customized solutions within the Salesforce platform
- CRM configuration changes, including, (but not limited to): Flow, fields, page layouts, record types, dynamic layouts, apps, actions, duplicate rules, dashboards and reports
- Identify and gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience
- Own the platform roadmap and define priorities, liaising with stakeholders
- Own the communication of any platform changes to end users and stakeholders
- Guide decision-making for integrating different products so that they work properly together
- Develop standards and guidelines, end-user training documents, and provide technical training for users
- Specify users and user access levels for each segment of the database

C. The Ideal Candidate

- Highly skilled in Salesforce, passionate about data structure, cleanliness, integration, and reporting
- A process- and operations-oriented person who can think on the levels of both user process and technical process
- A compassionate partner to users who can work with end users and department leaders to define and refine business requirements, while supporting and training users to use the system accurately and efficiently
- A leader who will define and guide the systems infrastructure vision and roadmap

D. Expectations

This is a full-time, exempt position. Employees are generally expected to work a 40-hour work week, with an understanding that occasionally there will be times when 50 or more hours a week may be required in order to complete projects.

E. Qualifications

- 3+ years of professional experience as a Salesforce Admin
- 3+ years of Data Analytics or Reporting Experience
- Preferred: 1+ years of configuration expertise using the Nonprofit Success Pack (NPSP)
- Preferred: 1+ years experience with Murmuration
- In-depth knowledge of the standard capabilities of Salesforce and demonstrated success of expanding on those capabilities via creative Salesforce customization and the appropriate usage of third-party applications
- Previous reengineering experience building from an existing Salesforce configuration to provide solutions for reporting, workflows, and enhanced function
- Strong reporting background using standard Salesforce functionality
- Strong problem-solving skills within, data and software applications

- Ability to liaise with stakeholders at all levels
- Detail-oriented and self-starter with strong written and interpersonal skills
- Ability to work independently, as well as part of a team

F. Education

- Bachelor's Degree preferred, but not required

G. Benefits

- Competitive Salary (actual salary is dependent on qualifications)
- Health Insurance, including medical, dental, vision, and life insurance
- Paid holidays and PTO
- Matching Plan for 401(k) contributions

H. Disclaimer

This job description is not an employment agreement or contract. Nor is it an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions. TPCSA reserves the exclusive right to revise the job description at any time without notice. Employment with TPCSA is at-will. An at-will employment relationship can be terminated at any time with or without reason or notice by either the employer or employee. This at-will relationship exists regardless of any statements made to the contrary. The employee must be able to perform the essential functions of the position satisfactorily, with or without accommodations. If requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

J. Application

Qualified candidates should submit the following application materials in one PDF document:

- Cover letter detailing your interest in the position and unique qualifications
- Resume describing your relevant experience and education

The PDF should be emailed to rbedell@txcharterschools.org