

JOB DESCRIPTION

Business Systems Manager, Business Operations

Department: Business Operations

Location: Naperville, Il

FLSA Status: Exempt

Travel: 5-10%

Reports To: Business Manager

Version Date: June 2018

Summary:

The Business Systems Manager will be integral in driving forward the CRM software strategy of Passages with the use of Salesforce. To accomplish that goal, they will need to be able to solve and interpret user issues, manage a small team, identify and implement new systems to support business functions at effective cost, coordinate interdepartmental projects, develop innovative and efficient workflow strategies to accomplish programmatic goals. Additionally, this role is key in growing the business systems environment of the organization including analytics and implementation of third party platform integrations.

Job Duties and Responsibilities:

- Manage Passages CRM system, strategy, and integrations with Salesforce
 - Program reequipments gathering and strategic development of database
 - Quality assurance testing and implementation
 - Serve as primary system administrator for the Salesforce.com environment
 - Handle administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
 - Complete regular internal system audits and prepare for upgrades
 - Manage Salesforce.com data feeds and other integrations
 - Coordinate the evaluation, scope and completion of new development requests.
 - Work with staff to establish suitable processes to support administrative, development, strategic and management activities
 - Assist in training of new users, and grow the Salesforce.com skill set across the organization
 - Effectively act as the liaison between users, vendors and the application development teams
 - Work independently with members of the user community to define and document development requirements
- Manage the deployment of micro apps as built by Addapptation
 - Work closely with Addapptation as project manager for Passages custom UI/UX
 - Build the required elements into Salesforce as needed
 - Build out the portals and pages according to the requests and needs of the affected Passages Teams
 - Continued management and optimization of all the portals
- Manage to completion IT service requests related to issues with Salesforce systems

- Quality Assurance management
 - Go live support for post deployment on new projects
- Coordinate with Media and Communication depart to maintain workflow automation for business processes and campaigns
 - Develop reporting and dashboards to communicate campaign and departmental KPIs
- Strategic planning and development of programmatic solutions throughout business systems
- Various duties assigned in the scope of general internal IT inquiries, equipment, and organizational business systems

Qualifications/Skills:

- Excellent project and team management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Must demonstrate exceptional verbal and written communication skills
- Must demonstrate ability to communicate effectively at all levels of the organization
- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes
- Two years of experience with Salesforce.com preferred
- Sales Cloud, Service Cloud and Developer experience preferred
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, including building custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce.com best practices and functionality
- Strong data management abilities
- A documented history of successfully driving projects to completion
- A demonstrated ability to understand and articulate complex requirements
- Experience with nonprofit processes preferred

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Passages reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate.

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