



Position: Senior Salesforce Administrator
Location: Remote
Reports to: Director, Technology and Business Systems
Date: June 17, 2026

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About SBP

SBP is a national nonprofit organization dedicated to helping communities shrink the time between disaster and recovery. We take a holistic approach to disasters by increasing readiness and resilience before they happen, and streamlining rebuilding and long-term recovery after.

- **Building the Way Home for Disaster Survivors:** SBP serves the most vulnerable homeowners in a community impacted by a major disaster through its Recovery Services. These services are currently offered in eight states across the Gulf South, where the risk of major natural disasters is greatest.
- **Building Readiness and Resilience Through Local Partnership:** SBP supports low-capacity, high-risk communities through its Advisory Services, providing training, consulting, and organizational capacity-building through a team of subject-matter experts and Resilience Fellows.

Joining SBP is more than just joining a workforce. It's about contributing to a mission where you can enact real change and make a difference in the lives of people impacted by disasters.

Position Summary:

We are seeking an experienced and proactive Senior Salesforce Administrator to lead the administration, optimization, and continuous improvement of SBP's Salesforce environment. This role serves as both a technical expert and strategic partner, ensuring strong system performance, data integrity, and user adoption while supporting efficient, scalable business processes.

Key responsibilities include managing system configuration, resolving complex issues, leading platform enhancements, and translating business needs into effective Salesforce solutions. The Senior Salesforce Administrator will partner with stakeholders to improve workflows, reporting, and overall system usability.

Success in this role requires deep Salesforce expertise, strong problem-solving skills, and the ability to manage competing priorities in an evolving environment. The ideal candidate will combine technical knowledge with sound judgment to strengthen system performance, support users, and improve organizational efficiency.

Success in this role means delivering reliable, scalable solutions, proactively addressing system needs, and collaborating effectively to improve data quality, reporting, and user experience across the organization.

Key Responsibilities and Duties

Platform Management

- Own responsibility for Salesforce platform administration, ensuring performance, scalability, security, and data integrity
- Design and implement workflows, automation, and system enhancements aligned with business needs
- Maintain system architecture across Salesforce and integrated tools, including evaluation of third-party solutions

Solution Design

- Serve as the primary Salesforce partner to stakeholders, leading discovery, scoping, and solution design
- Translate business needs into clear, actionable system requirements and implementation plans
- Partner with cross-functional teams on priorities, scope, and expectations throughout the project lifecycle
- Create clarity and direction in evolving or ambiguous environments

Execution

- Own delivery of projects from concept through implementation and continuous improvement
- Provide consistent follow-through, clear communication, timely delivery, and high responsiveness on commitments
- Continuously identify opportunities to improve processes and system usage
- Translate broad goals into actionable plans, identify gaps, and create structure to move initiatives forward
- Develop reports, dashboards, and data structures that support operational visibility and decision-making

Data Integrity

- Maintain data quality, governance, and overall system reliability
- Manage data imports, exports, deduplication, and ongoing database maintenance
- Ensure reporting accuracy and dependable system outputs

Training & Adoption

- Develop user documentation, training materials, and support resources
- Promote adoption of Salesforce tools and processes across the organization

Other Duties as Assigned

Requirements and Qualifications

Education

- Bachelor's degree required; degree in computer science or a related field preferred

Work Experience

- 3+ years of Salesforce administration experience
- Experience with Nonprofit Success Pack and Account Engagement preferred

Technical Skills

- Strong understanding of Salesforce architecture, automation, and reporting

Certifications and Licensing

- Salesforce Administrator Certification required; Advanced Administrator Certification preferred

Core Competencies (Soft Skills)

- Build effective cross-functional partnerships and manage competing priorities
- Communicate clearly and professionally, both verbally and in writing
- Demonstrate strong project management skills and personal accountability
- Apply analytical thinking, sound judgment, and attention to detail to solve problems
- Work proactively in ambiguous situations and translate broad goals into clear action
- Demonstrate a commitment to continuous learning and SBP's core values

Special Requirements: Must pass all required pre-employment screenings, including a criminal background check and drug screening, with clearance through the National Sex Offender Registry, state, and FBI checks. Must be authorized to work in the United States.

Salary range: \$66,400 - \$88,000

SBP is building a team from a broad range of backgrounds.

We love fresh perspectives and we know our teams grow stronger when they include different experiences. We adhere to all relevant employment laws and never discriminate in our hiring. By welcoming people from varied backgrounds, we spark new ideas and are better prepared to support the communities we serve.

SBP is an equal opportunity employer.

We are an equal opportunity employer. All applicants will be considered without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.