

POSITION DESCRIPTION

Role Title:	Salesforce Administrator	Position Number:	105
Function:	COO	Position Classification:	3.1
Reports To:	Salesforce and IT Systems Manager	Last Updated:	April 2026

Role Purpose

To develop, enhance and maintain TFA's organisation-wide Salesforce solution, while providing high-quality end-user support and training. This role supports the Manager Salesforce and IT Systems by responding to user requests, maintaining system configuration, and continuously building capability across the organisation.

Qualifications and Experience

Essential

- Data Management experience
- Experience in the administration of Salesforce systems, demonstrating a strong understanding of Salesforce.com best practices and functionality

Desirable

- Salesforce Certified Platform Administrator (ADM 201)
- Experience with Salesforce Non-Profit Success Pack (NPSP)
- Experience providing general IT and Business Systems support
- Experience maintaining integrations with Salesforce

Skills, Attributes and Knowledge

Essential

- Highly proficient communication skills (verbal and written)
- Excellent attention to detail
- Ability to build relationships and positively engage with end users and internal stakeholders while maintaining a strong service ethic.
- Excellent analytical skills, the ability to think creatively, and demonstrated resilience in problem solving and providing solutions

Primary Accountabilities

- Assist the Salesforce Manager with end-user support for the Salesforce Non-profit Success Pack environment (Lightning Experience) with 80+ internal users and 500 external customer portal users.
- Complete intermediate to advanced Salesforce administrative activities including; user account maintenance, roles, profiles, permission sets, sharing rules, layouts, apps, custom fields & objects, formula fields, email templates, data security settings and data backups.
- Maintain and develop range of process automation through the use of flows.
- Import, clean and de-dupe data with the use of tools such as Excel, Salesforce DataLoader and Salesforce Data Import Wizard.
- Create and maintain Salesforce reports, dashboards and list views as required by the organisation.
- Working alongside the Salesforce Manager to scope, prioritise and deliver Salesforce features and processes.
- Testing of new functionality and coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of solutions.
- Create and maintain related documentation and training guides.
- Deliver and design end-user training and demonstrations of new features and processes.

Reconciliation and DEIB (Diversity, Equity, Inclusion, and Belonging) Accountabilities

- Demonstrate dedication to personal learning to further your understanding of R-DEIB, and understand how it pertains to your remit.
- Demonstrate openness, curiosity, and respect towards TFA's commitment to Reconciliation, Diversity, Belonging and Inclusion in a way that aligns to your personal learning journey in a professional setting. This may include, but is not limited to; joining internal committees, engaging in professional learning sessions, supporting members of your team in their learnings, leaning into work in this space outside the scope of your role, supporting your Functional area to drive strategic Reconciliation/DEIB initiatives etc.