



Open Position Posting

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Organization Description:

Founded in 1988 by Paul Newman, The Hole in the Wall Gang Camp provides “a different kind of healing” to more than 20,000 seriously ill children and family members annually - all completely free of charge. For many of these children and families, Hole in the Wall provides multiple Camp experiences throughout the year at the facility in Ashford, Conn., in more than 40 hospitals and clinics, directly in camper homes and communities, and through other outreach activities across the Northeast and mid-Atlantic.

Position Title:

Program Data Administrator

Work Schedule:

Hybrid - Mostly remote, with key on-site time

Location:

Ashford, CT

Position Description:

The Program Data Administrator works to maintain workflow and data integrity as they support the database use of our programmatic operations. Through discovery conversations and collaboration with team leaders and members, this position works to ensure that the evolution of our database resources keeps up with growing program offerings. Our Program Data Administrator will work to design and implement solutions, to maintain and troubleshoot record-keeping and automation, manage user lists, permissions, and needs, and to keep apprised of database best practices, updates, security considerations, and vendor relationships.

Our Program Data Administrator can expect to...

- Serve as day to day administrator of our Salesforce instance. Address user requests and queries in timely fashion.
- Provide onboarding support for all new program staff on Salesforce, FormAssembly, and other third party applications.
- Serve as primary point of contact for all program leaders in regard to Salesforce support.
- Oversee and manage new and existing workflows for program development and applications as they relate to data management.
- Consolidate Salesforce training resources and facilitate participation by system users, contributing to facilitation whenever possible.
- Research and integrate new salesforce applications to meet current needs.
- Engage in discovery conversations with programmatic staff and teams to understand system use and needs.

- Offer design suggestions and lead building, testing, and delivery of new workflow elements and enhanced version of existing functionality.
- Assist with the upkeep of our webform catalog, assisting with troubleshooting and response reprocessing as needed.
- Assist with the upkeep of custom objects and fields, building out and refining as needed.
- Assist with the upkeep of system automation (i.e. workflow rules, process builder, and flows) and manner that ensures that triggered actions reflect confirmed needs and the reality of system resources and constraints.
- Manage system cleanup and reorganization projects, whether related to imposed changes or internal priorities.
- Assist with processing of support and merge requests.
- Assist with the configuration and assignment of user licenses, user profiles, roles, permission sets, sharing rules, and other efforts to manage data access, privacy, and security.
- Support the needs of our participant user community by answering questions, troubleshooting issues, and resetting passwords as needed.
- Support data analytics by assisting with the creation of list views, reports, and dashboards.
- Assist with efforts to ensure that our staff user community understands the architecture of current record-keeping and workflow options to the greatest extent possible.
- Assist with efforts to maintain an over-arching strategy for ensuring long-term system health and viability.
- Other duties and responsibilities as assigned.

Our Program Data Administrator should have...

- Salesforce administrator certification or equivalent combination of skills and experience.
- Experience planning for an enacting bulk data processes.
- Experience working in the non profit sector is desirable, but not required.
- Experience operating in a consultant capacity is desirable, but not required.
- The ability to establish positive relationships with a variety of people in multicultural environments.
- Proven leadership and project management skills.
- Excellent presentation skills; strong written and oral skills; customer relationship skills.
- Ability to work with Program staff to determine programmatic needs and translate those needs and strategic business vision into Salesforce processes.
- Ability to explain complex technical issues in a way that non-technical people may understand.
- Expertise in database design/support (Salesforce preferred).
- Dedication to data accuracy and cleanliness, down to the smallest detail.
- An innovative spirit and an ability to identify sustainable solutions that strike a balance between what is possible and what is realistic.
- Ability to operate computer for extended periods of time with appropriate breaks.
- Valid Driver's license and driving record which meets HITWG insurance carrier requirements.
- A willingness and ability to work a hybrid schedule, with mostly remote time, but with occasional time on site desired.
- Full vaccination against COVID-19, plus booster that meets current medical requirements.

The Hole in the Wall Gang Camp provides a very competitive salary, a generous benefits package, and growth opportunities for high contributors. To apply, please use the provided link. Due to the volume of resumes received, you will be contacted only if there is interest in pursuing your application. No phone calls please.

[Click Here to Apply](#)

The Hole in the Wall Gang Camp is an Equal Opportunity Employer, does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability, nationality or sex, and is committed to a diverse workforce.