

Box of Crayons is looking for a Salesforce Administrator to join the team

About the Role

Box of Crayons is looking for a part-time Salesforce Administrator, reporting to the Director of Operations.

Box of Crayons strengthens leadership and culture within organizations by giving busy managers and leaders the tools to coach in a way that works. We do this by designing and delivering coaching programs that reframe how people think about coaching (how it can be done, and its ability to transform their work), and by supporting them in changing their behaviours to embed as habit the new skills we introduce in the programs.

Your role as Salesforce Administrator will be to help us organize, maintain and enhance our Salesforce.com application as we achieve our vision of being the best-known and most-trusted company delivering coach-training in North America.

You are

- a generous thinker and strong collaborator; you love working as part of a close-knit team
- a self-starter, voracious learner, and autodidact
- able to balance the equally important requirements of strategic thinking and roll-up-sleeves-to-get-things-done
- In alignment with Box of Crayons' core values

You have

- At least 3 years experience working with the Salesforce.com Sales Cloud
- Experience using Salesforce Lightning
- The ability to transform business needs into Salesforce solutions
- Strong communication skills - capable of articulating technical aspects clearly to new and experienced users and stakeholders
- Strength in troubleshooting, problem-solving, and resolving technical issues
- A keen attention to detail

You will work closely with the rest of the Operations, Sales & Marketing teams to:

- Analyze current processes for improvements and efficiencies to better meet the user's needs on the Salesforce.com application
- Design, build, test, and deploy enhancements to the platform as business processes are refined
- Create and manage custom fields, objects and workflows
- Ensure database is 'clean' by scanning for incomplete, improperly-owned and duplicate records
- Understand workflows for all departments within Box of Crayons using Salesforce.com
- Generate reports and dashboards

- Review and report on weekly and monthly metrics
- Collect feedback, insights, and issues from users, then prioritize and resolve them
- Activate and maintain users, roles, profiles, security, access and more
- Train users and provide/create training resources (ex. update the Box of Crayons Salesforce Playbook and record training videos)
- Stay educated and informed of new Salesforce.com features and releases and provide recommendations for updates and enhancements
- Maintain associated apps, notably Zapier and Conga

About Box of Crayons

We believe Coaching is the essential leadership skill. Leaders who can coach are the foundation of a strong, 21st century organizational culture. So we don't offer a thousand shades of leadership and an endless variety of programs. We've chosen to focus on one thing and do it really well. We teach 10-minute coaching that sticks, so people change the way they lead and your culture strengthens and grows.

Why Be Part of Our Team?

At Box of Crayons we truly believe that where you work matters, and that who you work with is essential. And, that how we work is as important as the content we deliver in our programs.

Our core values are:

- Start with Courage.
- Provoke Impact. We're doing this to change things up.
- Be Generous. Share what we can. Assume positive intent.
- Pursue Elegance. Where beauty and impact meet.
- Have Fun. "Important" doesn't have to mean "boring".
- Nurture Adult-to-Adult Relationships. Treat each other with respect and dignity, and support one another in our accountability within the team and with clients.

These principles are at the core of all decisions and choices we make, and how we show up each day to work together. We strive to create an atmosphere of support and generosity. We want the best for each other. We challenge ourselves to learn and grow, and focus on making Box of Crayons a great place to spend our time.

Interested? Let us know!

Please contact Chloé Norman, Program Designer & Coordinator, at chloe@boxofcrayons.com. If this is not the role for you, perhaps you know of someone who would be the perfect fit? So please share!

Box of Crayons is committed to a culture of diversity, so actively welcome and encourage people who self-identify with minority groups to apply. We strive to provide an environment and hiring process that is inclusive and accessible. If you require accommodation at any stage in the recruitment process, please contact Yasamine Jacobs, Vice President of Operations at yj@boxofcrayons.com or 416-737-1931 and we will work with you to make sure your needs are met.

