



Salesforce and Data Analytics Associate
Preferred Locations: Washington, DC or Philadelphia, PA

Compass, a pro bono consulting organization supporting nonprofits in Washington, DC, Philadelphia and Chicago, seeks an experienced Salesforce and Data Analytics professional.

The primary responsibilities of the position will be to:

- Manage Compass' Salesforce platform institution-wide; and
- Provide analytical support to the organization's function for evaluating program outcomes and impact.

Compass offers personal and professional growth opportunities, as well as the opportunity to engage with hundreds of nonprofits and senior business professionals.

About Compass

compassprobono.org

Compass inspires business professionals to engage with their local nonprofits to transform communities. We believe nonprofits are the backbone of strong and vibrant communities and know many are overstretched and under-resourced. Few can afford top-tier consulting firms. Compass has dedicated employees in Chicago, Greater Philadelphia, and Greater Washington, and has been providing pro bono professional consulting services to nonprofit organizations since 2001. With our volunteers and philanthropic support from individuals, companies, and foundations, we have connected more than 4,000 business professionals with nonprofits to complete 979 projects, providing over \$91 million in pro bono consulting services. To date, Compass has also placed 163 professionals onto 102 nonprofit boards.

We believe that creating a diverse and inclusive organization is central to achieving our mission. Compass is committed to cultivating an environment that fosters respect, equity, and opportunity for all our employees – where you can bring your whole self to work.

This Opportunity

The Associate position is an exciting opportunity for a motivated, savvy, and experienced Salesforce and/or data analytics professional to build and optimize Compass' use of Salesforce and to further develop data driven frameworks for evaluating program outcomes and impact. The Associate will function as the Salesforce Administrator for the organization and will support program, development, operations, and communications functions in this capacity. Also, the Associate will spend about 50% of his or her time managing and analyzing data in support of Compass' program evaluation function.

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Core Responsibilities

Salesforce Administrator: Provide ongoing management of the Salesforce platform and tools to optimize utilization and value to Compass

- Lead efforts to standardize Salesforce data records and to manage data architecture
- Maintain the accuracy, timeliness, and integrity of Salesforce data and functionality by communicating guidelines for data entry, conducting ongoing trainings, and managing the administration functions of the Salesforce platform
- Develop “self-serve” visualization reports for stakeholders, using dashboards, graphics, and tools like Tableau
- Manage new Salesforce integrations and upgrades, including implementation of new Form Assembly platform and other as needed. Train and support staff for integrations

Salesforce Gift Entry and Donor Tracking: Manage donation gift entry and other receipts in Salesforce (Nonprofit Success Pack version) to ensure that gifts and donations are accurately recorded, tracked, and reported. And to the support best practices in donor management.

- Enter donor gifts and other receipts in Salesforce, working closely with the development team to create standardized formats and guidelines for all gift sources and receipts
- Reconcile donations monthly with Finance and coordinate with Chief Operating and Financial Officer to follow financial control protocols in batching, scanning, depositing, and tracking donations and gifts
- Perform daily gift quality control and data hygiene reviews
- Update donor and gift records as needed and/or requested
- Train stakeholders to use “self-serve” reports
- Identify opportunities for improvements in processes

Data Management for Impact Measurement & Analysis: Make complex and large datasets understandable and accessible to a variety of internal and external stakeholders.

- Manage and refine existing impact evaluation protocols; analyze and manage qualitative and quantitative data; package and present analysis
- Ensure the accuracy and timeliness of updates to program data.
- Track short-term and long-term program outcomes and impact
- Provide analysis and visualization support as needed to development, communications, and program staff
- Support President’s quarterly Board report with data visualization

Skills/Qualifications

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Minimum of two years' experience in business analysis, and/or project management roles. Salesforce experience required.

- Degree or experience in data analytics, applied research, statistics, evaluation, or related fields highly preferred
- Experience in nonprofit operations, program management, or program evaluation function preferred
- Facility with statistical and qualitative analysis software (e.g., Google Studio, Dedoose)
- Experience developing visualizations and dashboards using Excel, Tableau, Salesforce and/or other programs
- Salesforce Advanced Administrator Certification, or willingness to acquire one
- Excellent written and oral communication skills
- Strong entrepreneurial spirit and resourcefulness in problem solving including ability to understand and fully incorporate the perspectives of others

Compensation

The Salesforce and Data Analytics Associate is a full-time salaried position that includes generous vacation, holidays, individual health, dental, vision, and 401k benefits. Compensation will be competitive with similar roles in the nonprofit sector.

To Apply

Please send a cover letter that describes your interest in Compass, your experience with Salesforce, and your data analytics expertise. Qualified candidates should submit a cover letter, resume, and salary history or requirements to Joan Barclay, Compass' Chief Operating and Financial Officer, at jbarclay@compassdc.org with "Compass SDA Associate" in the subject line. Please submit all materials in Adobe PDF or Microsoft Word format, only.

Please note: During the current period of Covid-19 related restrictions, this position may start as a remote position, with transition to onsite in Washington, DC or Philadelphia when the office reopens. We continue to monitor the evolving COVID-19 and lifting of restrictions. We appreciate your understanding and flexibility with our interview process. We will be conducting interviews virtually for selected candidates until further notice.

Submit by May 1, 2021 for full consideration.