



Salesforce Consultant

Position Description

W4Sight is seeking technology professionals to assist Salesforce.com implementation projects with a variety of nonprofit organizations and educational institutions.

Successful candidates will be experienced in deploying Salesforce solutions for nonprofit or higher education organizations, have strong project management skills and the ability to juggle multiple projects at one time. At W4Sight, you will be responsible for collaborating with the project manager on client engagements, gathering requirements, understanding pain points and creating a path forward to resolve the challenges and reach their goals. The ideal candidate will have both experience in the non-profit environment and with the use of Salesforce Nonprofit Success Pack.

Primary Responsibilities

- Understand and explain the value and impact of NPSP features on nonprofit operations to help clients prioritize appropriately.
- Gather requirements, document, and design solutions to meet client goals and objectives in a timely fashion.
- Lead selection and implementation of third-party apps for key functions such as online donation management, event registration, email marketing, miscellaneous forms, merged documents.
- Perform Salesforce administration, data migration, and configuration customized to our clients' needs.
- Act as a subject matter expert for Salesforce releases and related technologies.
- Train business users and stakeholders on solutions you build.
- Maintain project and configuration documentation according to W4Sight practices.
- Participate in/contribute to W4Sight team knowledge of Salesforce-based solutions and best practices.

Technical Qualifications

- At least 2 years of Salesforce day-to-day in-house or consulting experience using Nonprofit Success Pack (NPSP).
- Experience migrating data from various systems to Salesforce.
- Experienced with Excel functions used for data cleaning and transformation.

- Familiarity with common nonprofit legacy systems such as Raiser's Edge, Luminate, or NGO Connect a plus.
- Salesforce.com certifications (Salesforce Administrator required; Education or Nonprofit Cloud Certification a big plus).
- Familiarity with common nonprofit business processes, including: individual fundraising, institutional fundraising, grants management, program management.
- Ability to translate user business requirements to appropriate Salesforce-based solutions.
- Ability to configure Salesforce base platform and NPSP app to meet common nonprofit business requirement.
- Ability to build click automation within the Salesforce platform.
- Ability to utilize various support resources to extend knowledge and resolve issues.

Additional Skills and Education Needed

- Strong time management & communication skills.
- Excellent analytical skills.
- Strong process orientation – translating casual descriptions of work tasks to structured configurations and selective use of automation.
- Collaborates well with team and able to work individually to find the right solution.
- Bachelor's degree in a related field or equivalent education/experience required.

Location: W4Sight is based in downtown Chicago. However, most of our client work can be done remotely.

Hours: Full-time and Part-Time roles available

Compensation: Pay will be commensurate with experience, knowledge, responsibility and skill.