



Title: Salesforce Product Manager

Report to: Director of Data

Location: Boston, Chicago, Detroit, NYC, Oakland, and Stamford

FLSA: Full Time/ Exempt

Schedule: Monday-Friday

How to apply: Please submit cover letter and resume: datajobs@buildon.org

Overview of the Organization

buildOn is a not-for-profit organization working to break the cycle of poverty, illiteracy and low expectations through service and education. buildOn is not a charity, it's a movement. In the United States, we run intensive service learning programs in 40 underserved high schools in six major cities. Through these programs, buildOn empowers youth to transform their communities through high-impact service. Over the last 27 years buildOn has empowered more than 100,000 urban youth to contribute more than 2.3 million hours of service that has touched the lives of more than 1.0 million people living below the U.S. poverty line. 97% of these youth graduate high school and nearly all of these go to college, even though 40% of the kids going to the same schools drop out.

Teams of buildOn students from our programs also fan out across the world to help build schools in the economically poorest countries on the planet. We have now built over 1,400 schools in Haiti, Nicaragua, Mali, Burkina Faso, Senegal, Malawi and Nepal. More than 2.2 million children, parents and grandparents have attended these schools so far, while more than 160,000 attend buildOn schools every day. 50% of all students are girls or women. Most importantly, community members have organized leadership committees and contributed more than 2.2 million volunteer work days to literally build their schools.

Overview of the Role

Everyone who wants to change the world should have the tools and technology to do so. Technology is the most powerful equalizer of our time, providing access to data, knowledge, and building relationships. buildOn is embarking on aggressive 3-year Data Strategic Plan, and this role is critical in bringing that plan to life.

Reporting to the Director of Data, the ideal candidate will be a self-directed problem solver with an innate ability to think logically, understand organizational needs and processes, and design industry driven solutions on the Salesforce platform. This individual will be a leader who thrives in environments with multiple concurrent projects and a broad assortment of stakeholders from buildOn staff in the US and Globally, Program Constituents in the US and Globally, Board Members, and Strategic Partners.

The Salesforce Manager is responsible for gathering, organizing, and documenting business requirements in a shareable, actionable, standardized framework, and then translating business needs into actionable requirements by getting enough information to make a solution possible-- helping drive clarity to make rational decisions.

buildOn Core Competencies

- **MISSION:** Understanding of and commitment to buildOn's mission, methodology, and core values.
- **GRIT:** Tries really hard and never gives up on mission and getting results
- **COMMITMENT TO METHODOLOGY & STRATEGY:** Demonstrates mastery and discipline around methodology. Leans in and contributes to the strategic plan that will guide our future.
- **SOLIDARITY:** Unite with and engage all stakeholders to work side by side to achieve our mission, through immersions.

Data Team Competencies

- **TECHNICAL LITERACY:** The foundational skill within the department. A deeper understanding of technology, proficiency in data use, and ability to follow technology trends and application.
- **HIGHLY ADAPTIVE COLLABORATION:** Work effectively across geographical, cultural, social, and language barriers. Share openly across networks as appropriate and develop empathetic ways of collaborating at a distance, agility to adapt to changing environments, and work cooperatively in accomplishing a common goal.
- **COMPLEX PROBLEM SOLVING:** In volatile and ambiguous contexts, agility is key. Know how to handle, interpret, analyze, and communicate data, and use it to make decisions.
- **DIGITAL RESPONSIBILITY:** Protecting sensitive information to mitigating the risks of technologies. Understand how to handle information in safe and secure manner, as well as the risks and limitations of tools, particularly when dealing with beneficiary information.
- **ENTREPRENEURIAL SPIRIT:** Try-for-big or fail-fast attitude while feeling accountable to the outcomes. Look at old problems/processes with new eyes and challenge the old ways of doing things by taking risks to take bold, uncharted paths.
- **CREATIVITY & INNOVATION:** Allow time and space to explore, Perfect is the enemy of done (iterate), and collaboration is the key to innovation. Able to take calculated risks on new ideas to generate greater impact.

Key Responsibilities

- Collaborate with Director of Data to continually develop and manage all Salesforce systems that support the organization, including the Salesforce Nonprofit Cloud, FinancialForce, Pardot, and Partner Communities.
- Share responsibility with Director of Data for project management of department specific roadmaps and timely response and management of all support cases.
- Responsible for system and process documentation, as well ongoing training and onboarding of staff.
- Write functional specifications based on organizational needs and a thorough understanding of requirements.
- Anticipate and communicate blockers, conflicts, and obstacles.
- Attend and effectively participate in all team meetings such as daily scrums, regular department roadmap sessions



Required Qualifications

- Grit, resilience, solidarity and commitment around achieving our mission and core values
- Bachelor's degree or equivalent experience
- 4-8 years of nonprofit business systems analysis or product management
- Salesforce Certifications (Admin, App Builder, Advanced Admin) or comparable experience
- Experience designing solutions on the Salesforce.com platform and related technologies
- Experience with business requirements planning, gathering, and documentation in the software development lifecycle
- Strong understanding of Agile methodologies
- Demonstrated knowledge of project management concepts and techniques
- Ability to work with deadlines and in a fast paced environment
- Excellent team player able to work with geographically dispersed virtual teams

buildOn is an Equal Opportunity Employer. For more information, please visit www.buildon.org