Mission
To invest in the dreams of families in the world’s underserved communities as we proclaim and live the Gospel.

Method
We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

Motivation
The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

CRM Systems Administrator

JOB DESCRIPTION
The CRM Systems Administrator will work as part of a small team to dedicated to the development, support, and ongoing innovation for HOPE International’s Customer Relationship Management system (Salesforce NPSP) and related applications.

LOCATION: Lancaster, PA – preferred, remote - possible
DEPARTMENT: IT
REPORTS TO: CRM Systems Manager
BAND: Professional
STATUS: Exempt, Full Time
FULL SUMMARY

This role is part of a small team lead by the CRM Systems Manager who will work to continuously maintain, support, and improve the Salesforce NPS system at HOPE International. This role requires Salesforce experience and the ability to perform coding related to Salesforce including integrations between Salesforce and other applications.

RESPONSIBILITIES

Promote and contribute to the fulfillment of HOPE International’s mission and vision.

CRM Team member

Work closely with CRM Systems Manager and other team members in the development, maintenance, and optimization of HOPE’s CRM instance (Salesforce NPS) and related financial, reporting, and marketing applications in compliance with security, data privacy, and organizational needs

Actively participate in planning and implementation of new functionality of the system utilizing agile methodologies

Assist team in providing excellent helpdesk support to stakeholders

Participate in bi-annual budgeting process

QUALIFICATIONS

Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Minimum 1-3 years of experience in CRM system administration required

Experience in non-profit or financial technology services sectors preferred

Salesforce Administrator or Salesforce Advanced Administrator certification is required.

Marketing Cloud Administrator certification (desired)

SQL Administration and Query writing (desired)

Bachelor’s degree in information or computer science, finance, business management, or related field required

Demonstrated excellence in team communication and organizational skills

Creativity, flexibility, and the ability to manage tasks gracefully under pressure

Strong analytical and technical problem-solving capacity
Ability to communicate technical solutions, strategies, and value with non-technical audience

Demonstrated desire to help people that have been brought low by poverty or other circumstances regain hope, dignity, and ability to support themselves and their families

HOW TO APPLY

Apply online at https://www.hopeinternational.org/take-action/careers. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquiries.