



GROUNDED SOLUTIONS NETWORK

strong communities from the ground up

Title: Salesforce Solutions Specialist (HomeKeeper)	Reports to: HomeKeeper Director
Department: HomeKeeper	Status: Full-time, Exempt

Who we are:

[Grounded Solutions Network](#) is a national nonprofit dedicated to shaping communities to be inclusive and filled with opportunity for all. Where we live matters. It determines what opportunities we have and how our kids grow up. Everyone should be able to live in a place that offers opportunity: access to jobs, parks, public transit, quality schools and stable homes. Strong and inclusive communities provide the foundation that people and families need to thrive. We promote homes that remain affordable for generations and enable our communities to be stable and strong, for good.

At Grounded Solutions Network, we know what policies and strategies work, and we help communities use them. We work nationally, supporting nonprofit and government practitioners, advocates, elected officials, and other housing professionals with the knowledge and support they need.

Grounded Solutions Network is committed to building a racially and culturally diverse team. We encourage candidates from all backgrounds to apply. We know that our work is empowered by a staff that is rich in diverse thoughts, perspectives, cultures and human identities.

HomeKeeper is a well-established but growing Salesforce managed package “app” developed and maintained by Grounded Solutions Network to support the operations of over 70 homeownership and housing counseling programs across the country. A subset of impact data from HomeKeeper members is aggregated in the HomeKeeper National Data Hub, and shared with the programs and the public through online social impact dashboards. As a former two-time Salesforce.Org Force for Change grantee, we are one the few national non-profits that have successfully developed and scaled a Salesforce program management app. We are known for our unique ability to aggregate user data and produce social impact and peer-benchmarking dashboards for our users. Our latest accomplishment is becoming the first Salesforce app to become a HUD-approved housing counseling client management system (CMS).

About the Position:

Overall Purpose

We have an exciting opportunity for a people-person to join us as our new Salesforce Solutions Specialist who will lead product development and user support. This is an opportunity to apply technical and project management skills towards creating positive change within our organization and in communities around country. Our work requires a self-starter who can bring both technical and customer service expertise. Success in this role requires knowledge of the Salesforce.com ecosystem and supporting applications.

The Specialist will make a positive contribution to the organizational culture and will be a member of the HomeKeeper team. They will actively participate in HomeKeeper and employee meetings, retreats, and/or special initiatives.

Key Responsibilities:

The Salesforce Solutions Specialist is responsible for supporting the HomeKeeper membership and the underlying HomeKeeper core packages and support infrastructure. The Specialist will lead all activities related to user documentation and maintaining and updating the core package and customer support platform. In addition, the Salesforce Solutions Specialist collaborates closely with the rest of the HomeKeeper team and contributes to providing technical and capacity building user support, building a fanatical user base, and promoting successful user adoption, retention and engagement. The Specialist will also coordinate internal and external projects and manages consultants as needed in order to achieve program objectives, scale services, and increase operational efficiency.

1. Oversee member success, learning and engagement

- Lead the implementation of a customer success strategy to support and retain members, including development of product documentation, training materials and related program systems to support new users and train program staff.
- Produce and organize valuable content for our Zendesk support forum to help members increase efficiency, align with best practices and become more data driven.
- Coordinate web-based user trainings, monthly office hours and other engagement activities, including the annual distribution of the Social Impact Reports.

2. Coordinate core development

- Assess, evaluate and prioritize user-driven feedback.
- Ensure that the product features and member services meet the needs of an increasingly diverse user base.
- In collaboration with development consultants, lead the planning, development, testing and release of bug fixes, package maintenance upgrades, and new features to improve the functionality and usability of the core package(s).

3. Support users

- Respond to help desk inquiries through our Zendesk ticketing system. Coordinate with Capacity Building Team and other third party development consultant(s) as needed in order to ensure customer success.
- Develop documentation (Screensteps), training materials, effective practice memos, blog posts and related HomeKeeper Program documents in order to respond to user requests and develop a resource library for future reference.
- Support team members as needed to successfully recruit and onboard new users

4. Support the HomeKeeper technology infrastructure

- Support and develop systems to manage program content and operations, including developing and maintaining systems to track development cycles, manage user support, monitor engagement and adoption and organize an extensive knowledge base.

- Maintain existing Salesforce and other third-party systems that support the HomeKeeper package, the HomeKeeper National Data Hub, and Social Impact Dashboards

Qualifications for Entry into this Position:

The ideal candidate will have extensive Salesforce experience, some knowledge or an interest in affordable housing or housing counseling, and at least 3 years of experience providing technical support and/or developing, testing and scaling technology solutions for a growing user base. This position is best suited to a person with excellent communication, organizational and time management skills who works well independently.

Candidates should have a genuine interest in helping people, solving problems, and learning and applying new technologies. The ability to collaborate remotely with colleagues, customers and third-party developers is also critical for success in this position.

Knowledge, skills and abilities

- Highly organized and detail-oriented. Able to self-manage multiple projects with minimal supervision.
- Demonstrated ability to approach projects creatively and systematically. Logical, process-oriented thinker.
- Exceptional skills presenting, teaching and training for a variety of audiences.
- Excellent project management skills related to developing and supporting technology solutions
- Outstanding customer services skills, enjoys helping others, and experience in providing user support, including trouble shooting, promoting best practices and developing user documentation and trainings.
- Experience with the development release cycle, including discovery, requirements gathering, coordinating development activities, testing, documentation and product launch. Agile Development experience preferred.
- Facility for quickly learning and applying new technologies.
- Experience or willingness to learn the tools and third-party platforms we rely on, such as WordPress/StudioPress, Adobe Connect, Form Assembly, Vertical Response, Conga Composer, Tableau, Zendesk.com, and Screensteps, Basecamp, Amazon Web Services, GitHub.
- Proficiency in MS Office suite of applications.

Minimum education level

Bachelor's Degree preferred, HS diploma required. Salesforce certification a plus.

Minimum prior job-related experience or training

- 3+ years' experience in Salesforce in a non-profit, including experience with one or more of the following: HomeKeeper, customer success, and/or developing and supporting Salesforce solutions, databases, or other applications.
- 1+ years experience in community development, affordable homeownership programs, or other related nonprofit.

Approximate Salary Range

\$60,000 - \$80,000 annually, commensurate with experience

Travel required

Approximately 2-4 trips per year out-of-state travel as needed to attend conferences, conduct site visits, and company meetings.

Location

The organization has one primary office location in Oakland, California, but staff may be located anywhere in the contiguous 48 states. All staff are expected to demonstrate the ability to work remotely while maintaining high levels of efficiency and productivity and communicating effectively with their direct supervisor and colleagues.

We currently have 20 staff located in 12 states and four time zones, seven of whom work from our Oakland office 2-3 days a week.

Join our team and build your career with us! We offer:

- Supportive, stimulating, and collaborative environment with passionate colleagues dedicated to building community, equity and justice
- Opportunities for professional growth and development
- Competitive, comprehensive benefits package including health, dental, matching 401k, and paid time off
- Downtown office location, with easy access to BART (Oakland)

How to Apply:

Please submit, as a single PDF, a cover letter with salary requirements and a resume, and two writing samples here: <https://www.tfaforms.com/4618279>. Writing samples can include user documentation excerpts, presentation or training materials, blog posts, or other similar content developed.

Applications will be reviewed on a rolling basis. Interviews will be conducted in June with an anticipated start date in late July.