



FUTURES AND OPTIONS

The Future is in Your Hands

POSITION ANNOUNCEMENT

Job Title: Salesforce and Data Evaluation Associate
Reports To: Program Operations Manager
Status: Exempt, Full-time

Organization Overview

Futures and Options empowers New York City's youth, particularly youth of color and students from historically underrepresented communities, to acquire transferable professional skills, pursue higher education, and successfully compete in a global economy. We collaborate with New York City employers to provide transformative career development opportunities to young people, enabling them to succeed in college and inspiring them to pursue meaningful careers.

Our programs include: **The Internship Program**, which provides paid, mentored internships and career development workshops to students, ages 16 to 19 years old; **Career Essentials**, our hands-on career-readiness and career exploration program that provides opportunities for students to practice and improve their interpersonal, communication, and other relevant work-related skills; **The Externship Experience**, a career exploration and skill-building program focused on growing industries; the **College Guidance Initiative**, which helps students navigate the college application and selection process; and **Alumni Engagement Programming**, which provides continued work-readiness, mentoring, career exploration, and networking opportunities to alumni as they navigate their way through school and plan for future careers.

Position Summary: A leader in the youth career development field, Futures and Options continues to increase its reliance on data-driven performance, using Salesforce to capture, analyze and disseminate information. The **Salesforce and Data Evaluation Associate** will report to our Program Operations Manager and will oversee the management and enhancement of our Salesforce platform, maintain integrations with third-party apps and services, and assist with the development and rollout of Salesforce-based solutions. The Associate will also be responsible for the various data reporting needs for grants, fundraising, annual reports, Board and program reports, being able to synthesize data for multiple stakeholders.

This is an exciting opportunity for a data-driven and Salesforce-proficient professional to help strengthen our ability to create, analyze and use data to demonstrate our impact, improve our decision-making and enhance our programmatic and organizational outcomes.

Key responsibilities include, but are not limited to:

Salesforce Management

- Oversee the day-to-day activities and operations of our customized Salesforce platform;
- Maintain database integrity and function, working with staff to improve the Salesforce system to better meet our needs and improve processes;

- Identify and manage projects to improve our use of Salesforce, working with staff and external consultants (as needed), to implement enhancements and new features to the system, such as SMS text integration, email automation, improved reports, and more;
- Conduct testing of Salesforce applications to identify and fix bugs, troubleshooting any problems with the system;
- Maintain and manage salesforce integrations with third party apps, such as Funraise, Mailchimp, FormAssembly, etc., including integrating new forms, segmentation and crossover fields;
- Execute data clean-up in Salesforce as needed to maintain system integrity;
- Provide training and ongoing support to staff users; create Salesforce guides for staff; and
- Other tasks as needed to ensure the operation and optimization of our Salesforce system.

Data Management and Evaluation

- Extract, analyze, and share demographic, fundraising, and programmatic data for all reporting needs, including government contracts, foundation grants, strategic partners, Board of Directors and staff;
- Analyze short-term program outcomes to understand gains for students individually and collectively, sharing trends and data with team members to support program enhancements;
- Create and edit customized data reports and dashboards in Salesforce for programs, employer partnerships, foundation relations, fundraising and administration; support the creation of written data reports for internal and external stakeholders, with appropriate visualizations;
- Coordinate data reporting for organizational Key Performance Indicators (KPIs); and
- Assist in development and coordination of post-program surveys and evaluations, supporting staff in efforts to obtain and analyze feedback from students and partners.

The ideal candidate will:

- Have a BA or equivalent experience, with at least 3-4 years of experience as a Salesforce Administrator or comparable position
- Demonstrate the ability to analyze a wide range of data, and communicate outcomes in clear terms to promote understanding, action planning and decision-making to a wide range of stakeholders;
- Be proficient with Salesforce tools, including roles, profiles, page layouts, custom objects, record types, flows, integrations, and dashboards;
- Demonstrate proficiency with data exports, imports, migration, and database clean up
- Demonstrate fluency in MS Office, particularly Excel (e.g., pivot tables and formulas) and Powerpoint, as well as experience with other platforms such as Tableau, Rstudio, Python or SQL.
- Have excellent project management skills and the ability to prioritize effectively; have an understanding of process and systems optimization in the context of nonprofit operations;
- Be able to work in-office a minimum two to three days per week;
- Possess a strong commitment to the mission of Futures and Options;

- Possess excellent interpersonal, listening, written and verbal communication skills;
- Demonstrate a commitment to diversity, equity, inclusion and belonging principles and have the ability to interact with individuals of different races, ethnicities, ages, and sexual orientations in a multicultural environment.
- Salesforce Certified Administrator preferred

Compensation & Benefits

Salary range is \$65,000-\$75,000 commensurate with experience. Futures and Options offers generous benefits, including medical, vision and dental insurance, transit pre-tax accounts, retirement savings plan with discretionary employer match; three weeks paid vacation, five personal days, ample sick time, a commitment to work-life balance and professional development opportunities. We also enjoy summer Fridays and 10 paid holidays.

To apply

If you are interested in this position, please email your resume and a cover letter to adminjobs@futuresandoptions.org telling us why your experience would make you a good fit for this role. Please include "Salesforce and Data Evaluation Associate" in the subject line of your email. This position is hybrid in-office/remote work position.

As a condition of employment, all employees must successfully show proof of eligibility to work in the United States of America, and successful completion of a background check.

Futures and Options values an inclusive and diverse workplace and is an equal opportunity employer committed to hiring a diverse workforce at all levels of the organization. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, religion/creed, color, national origin, sex or gender, sexual orientation, gender identity, gender expression, age, disability, military status, predisposing genetic characteristics, a survivor of domestic violence status, or marital status. Candidates from diverse backgrounds are encouraged to apply.