



Salesforce Administrator/Developer (Hybrid)

Application Deadline: Open until filled

About East Bay Community Energy

East Bay Community Energy (EBCE) is the Community Choice energy service provider for customer accounts across Alameda County and the City of Tracy. EBCE's charter is to provide its customers with low carbon, cost-effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles.

Culture and Commitment to Diversity

EBCE believes in a vibrant culture which supports and nurtures a workplace that offers every individual the opportunity to attain professional goals and contribute to accomplishing our mission. We foster a culture of open communication, responsibility, curiosity, accountability, and teamwork. We want creative problem solvers that are excited to work in an entrepreneurial environment and grow our organization!

As an equal opportunity employer, we are committed to diversity, equity, and inclusion. We are committed to a diverse and inclusive workforce that is reflective of our service area's rich culture and communities. We welcome a diversity of experiences, perspectives, and skills.

We strongly encourage people of all characteristics to apply and prohibits unlawful discrimination and harassment of any type based on age, religion, color, gender identity or expression, race, ancestry, or national origin, religion or creed, marital status, military or veteran status, sexual orientation, genetic information or characteristics, and those with disability as protected by federal, state and local laws.

Position Summary

EBCE is seeking to hire a full-time **Salesforce Admin / Developer**, reporting to the VP of Technology and Analytics. We are on a mission to expand the implementation of our existing Salesforce instance across our organization, and we need the help of a uniquely talented person with experience in both Salesforce administration and light development work. Our Salesforce implementation currently has a small footprint and user base (less than 30), but we have aggressive plans to grow it over the next several years and expand its customer service and marketing features. This is therefore a great opportunity for someone to join us at the start of an exciting journey and gain valuable skills along the way.

We value getting stuff done, simplicity, and building for the long term. Our technical team is small and nimble and allows all members to contribute meaningfully. The ideal candidate should be a builder who values both the quality of their work and the contentment of their team - those who collaborate on, inherit, leverage, and extend their work.

This primary focus of this unique hybrid role is Salesforce configuration, with secondary responsibilities in customization and architectural design. As a Salesforce Admin/Developer, you'll be assisting with the implementation of Salesforce functionality, bug fixes, maintenance, documentation, training and program support for our Marketing and Programs teams.

Position Details

Essential Duties and Responsibilities

- Fulfill all general salesforce administrator functions, such as managing users, sandboxes, change sets, upgrades, configurations, apps, security, and documentation;

- Collaborate with our key user base to understand evolving business requirements, desired features and functions, and reporting and dashboarding needs;
- Develop, maintain, and update Salesforce reports and dashboards as necessary;
- Collaborate with our data engineer team to source required data from our BigQuery database for inclusion into Salesforce as necessary;
- Collaborate with the general data team to share knowledge, context, and solution ideas;
- Remain current on new Salesforce features and functionality;
- Provide recommendations for process improvements, build new functionalities, and roll out new features;
- Document (and keep current) system/program configurations and processes as business needs evolve or features are added;
- Ensure that all necessary changes are documented, reviewed, tested, and approved before being deployed;
- Maintain high security standards for all data;
- Provide operational and/or technical demos and training to various stakeholders;
- Provide occasional development support, working hands on with Apex & VF;
- Provide general analytics support when bandwidth allows;
- Other duties as required.

Minimum Qualifications

Associate Level	Senior Associate Level
<ul style="list-style-type: none"> ● BA/BS degree or equivalent and 3+yrs experience in a corporate environment or similar, using Salesforce as part of your daily activities; ● Minimum 1 year of hands-on Salesforce experience in an Admin role; ● Minimum 1 year of hands-on experience with Apex, Visualforce Pages & Lightning Components; ● Experience using Workbench and Data Loader; ● Familiarity with SQL/SOQL; ● Experience in integrating information from a variety of resources, formats, and systems; ● Highly organized and detail-oriented; ● Strong verbal communication skills to clearly present key issues and recommend actions; ● Flexible, adaptable, and proactive; ● Able to work independently in a fast-paced, dynamic environment. 	<ul style="list-style-type: none"> ● BA/BS degree or equivalent and 5+yrs experience in a corporate environment or similar, using Salesforce as part of your daily activities; ● Minimum 3 years of hands-on Salesforce experience in an Admin role; ● Minimum 3 year of hands-on experience with Apex, Visualforce Pages & Lightning Components; ● Experience using Workbench and Data Loader; ● Extensive knowledge of SQL/SOQL; ● Experience in integrating information from a variety of resources, formats, and systems; ● Highly organized and detail-oriented; ● Strong verbal communication skills to clearly present key issues and recommend actions; ● Flexible, adaptable, and proactive; ● Able to work independently in a fast-paced, dynamic environment. ● Salesforce Certified: Administrator and/or Platform Developer.

Compensation and Benefits

The exact compensation package offered will be dependent on candidate experience.

An associate salary ranges from \$109,778 - \$134,530.

A senior associate salary ranges from \$134,531 - \$141,257.

EBCE offers a generous benefits package which includes:

- Individual, family and domestic partner health insurance (medical, dental, vision)
- Life and AD&D, EAP, STD, and LTD
- Retirement with Employer Matching
- Paid Time Off and Holidays
- Flexible Spending Accounts (health and dependent care accounts)

Location and Working Conditions

This position will be based in EBCE headquarters in Oakland, near BART; however, currently, this position is temporarily remote.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. EBCE is dedicated to reasonably accommodate an applicant for known physical or mental disabilities so that the applicant may participate in the application process. We will engage in a timely, good-faith interactive process with any employee with a known physical or mental disability to identify potential reasonable accommodations, if any, to enable the employee to perform the essential functions of their position.

- General office environment is primarily sedentary work which requires the following physical activities: standing, sitting, walking, reaching, lifting, finger dexterity, grasping, repetitive motions, talking, hearing and visual acuity.
- The employee must occasionally lift and/or move up to 10 pounds.
- The noise level is usually moderate.

Licenses/Certificates

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation and a safe driving record.

Submission Requirements

Applicants must submit a cover letter outlining key qualifications and reasons for your interest and current resume. Please include your name in the filename of the documents you submit and do not include any personal pictures. Email these documents and any questions to: jobs@ebce.org.

The information contained herein has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. The information also does not constitute either an expressed or implied contract, and these provisions are subject to change.