



Job Posting

About the CFPC

Representing more than 40,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for Salesforce Administrator

Posting #:	2022-28
Department:	Information Management
Division:	Information and Technology Services
Reports to:	Director, Information Management
Classification:	Support Staff
Status:	Contract (12 months)
Job Family:	Professional/Knowledge Worker
Full Time Equivalent:	1.0
Bilingual (English/French):	No

Summary

- Responsible for design, implementation, enhancements and maintenance of applications on the Salesforce platform
- Work collaboratively with cross-functional teams to implement functional requirements
- Manage integration with other systems on the Salesforce platform
- Leverage Salesforce functionalities to ensure continual improvement of the user experience for the College members and staff

Main Responsibilities

Essential Duties

- Design, document, build, test and deploy enhancements on all Salesforce platforms
- Manage new releases of Salesforce and efficiently roll out new features
- Create and manage configuration changes and custom objects, fields, formulas, validation rules, custom workflow, process builder, flow and approval processes
- Manage ongoing support requests and administrative needs of users
- Manage and maintain licenses and security for user set up/deactivation and permissions including sharing rules and security levels
- Working with Salesforce managing and administering other cloud applications connected with Salesforce to ensure Database optimization
- Understand and handle basic Visualforce/Apex code changes
- Perform regular procedures such as database deduping and implementing automation to improve quality
- Develop Salesforce system reports, dashboards, and processes to continuously monitor system performance and user logins
- Create and maintain documentation for configuration changes and upgrades to solution design document
- Work closely with other members of the Information Management team to troubleshoot or enhance Salesforce functionalities
- Responsible for release management processes involving multiple environments including production and sandboxes ensuring minimal risk through adequate testing.
- Troubleshoot platform issues and drive exploration of options, recommending solutions and/or preparing discussion for escalation
- Complete regular internal system audits and prepare for Salesforce upgrades
- Assist the Quality Assurance and Training teams as required

Requirements

- Bachelor's Degree in Computer Science, Information Management, Systems or related discipline required
- Salesforce Administrator Certificate required
- 5 years' experience working in Salesforce implementation as well as configuration, customization, integration, and reporting required
- 5 years' hands-on experience with Service Cloud and/or Sales Cloud, Marketing Cloud, Partner Communication and CPQ required
- 5 years' experience with Salesforce Lightning required
- Experience with Agile delivery methods preferred
- Advanced knowledge of MS Office Suite (Word, Excel, Outlook, PowerPoint, Teams) required
- Ability to present technical issues to a non-technical audience
- Ability to extract technical requirements for a diverse array of projects
- Advanced ability to problem solve and communicate
- Ability work independently and as a team player

Working Conditions

- Occasional after hours or weekend work
- Some travel for meetings and conferences may be required
- 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. Monday to Friday

If you share our passion, and are committed to living our CFPC Values

please submit a cover letter and your résumé referencing the posting# 2022-28 to: careers@cfpc.ca by June 21, 2022

The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity or expression. The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.