



## JOB OPPORTUNITY

### About the CFPC

The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 45,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada's 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

The CFPC provides high-quality services, supports family medicine teaching and research, and advocates on behalf of the specialty of family medicine, family physicians, and the patients they serve.

**Our Vision:** Leading family medicine. Improving lives.

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

**Our Goals:**

1. Advancing Family Medicine
2. One Unified Voice
3. Transforming the CFPC

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<b>Position Title:</b>	<b>Salesforce Developer</b>
<b>Vacancy#:</b>	<b>2026-11</b>
<b>Department:</b>	<b>Information Management</b>
<b>Division:</b>	<b>Information and Technology Services (ITS)</b>
<b>Reports to:</b>	<b>Director, Information Management</b>
<b>Direct Reports:</b>	<b>No</b>
<b>Classification:</b>	<b>Individual Contributor</b>
<b>Status:</b>	<b>Permanent</b>
<b>Full Time Equivalent:</b>	<b>1.0</b>
<b>Salary:</b>	<b>\$94,437.84 - \$118,046.88</b>

### Summary

As part of the Information Management team, the Salesforce Developer position is responsible for improving current technology and developing future solutions on multiple Salesforce platforms. Working in a hybrid agile environment, the primary responsibility of the Salesforce Developer is to design, develop, test and implement Salesforce functionality that continuously enhances the user experience for College of Family Physicians of Canada (CFPC) members and staff across multiple Salesforce organizations and business programs. The Salesforce Developer

offers technical expertise, consultation, and best practices for Salesforce, while managing Salesforce architecture documentation and governance to support the Information and Technology Services enterprise-wide RoadMap. The role is customer-focused and works collaboratively with business leaders, subject matter experts, IT and external implementation partners to enhance features and successfully deliver new solutions.

**Main responsibilities include but are not limited to:**

**Essential Duties:**

**Salesforce/Agentforce Development:**

- Configure and implement Salesforce out-of-the-box functionality and features to fully leverage software capabilities
- Build and implement custom applications and user interfaces to improve internal process efficiencies and external user experience
- Build agents and monitor agents for proper operations using Salesforce and third-party tools
- Design, develop, and maintain Salesforce solutions using Apex classes, triggers, Visualforce pages, Lightning Web Components, SOQL/SQL, JavaScript, and CSS, including integrations using REST, SOAP, and Omnistudio
- Build and configure Agentforce AI Agents, Prompt Builder assets, and AI-driven workflows, and integrate AI capabilities with Salesforce Data Cloud
- Assist in roadmap prioritization to determine on an ongoing basis the next set of agent development

**Salesforce Platforms Integration and Solutions:**

- End-to-end development process of new Salesforce projects, collaborating with both internal and external project teams through all stages including design, build, testing and deployment on Health Cloud, Education Cloud, Experience/Community Partner Cloud, and Marketing Cloud, Configure, Price, Quote (CPQ)/Billing or Revenue Cloud
- Configure and /or modify data integrations, data models, and refactoring
- Enhance existing workflows and create new automations as required
- Use Salesforce development and administration tools such as Developer Console, Salesforce Inspector, Data Loader, Data Stage, APIs, integrations, and batch jobs, with awareness of supporting middleware platforms
- Integrate Salesforce with external systems using single sign-on (SSO), including implementing and supporting SAML, OAuth, and OpenID Connect authentication protocols
- Deliver continuous operational services and support for flows and automation processes within production environments
- Conduct research, identify new opportunities for efficiencies and recommend options in support of development efforts

**Salesforce Quality Assurance/Testing:**

- Create and perform end-to-end systems testing including unit testing, debugging, and troubleshooting to ensure quality and reliability of Salesforce for new functionality
- Manage the Release Management process for Salesforce development projects and new Salesforce features from Development, User Acceptance Testing (UAT) sandboxes to Production Environment
- Assist in monitoring platforms for performance efficiency and recommend adjustments if required

#### Salesforce Standards and Governance:

- Advise on Salesforce best practices for governance, release management, and integrated AppExchange applications like Blackthorn and Forms Assembly, and ensure compliance
- Manage the Salesforce architecture planning and documentation, collaborating effectively with Salesforce Implementation partners
- Stay updated on Salesforce product features and releases and assist with planning and deployment

#### Custom Salesforce Reports and Collaboration:

- Develop custom Salesforce reports and dashboards to provide insights and assistance with business decisions
- Work with cross-functional business teams, including Business Analysts and Salesforce Administrator to gather requirements, define solutions, and ensure successful implementations of Salesforce-based initiatives
- Work closely with external vendors and partners including Salesforce Support, and Implementation partners, and participate in solutioning, resolutions and documenting proof of concept, options analysis and final design decision

#### Related Duties

- Ensure effective and professional communications with all internal/external contacts.
- Develop and maintain collaborative relationships at all levels of the organization.
- Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation.
- Work in accordance with all health and safety requirements.
- Demonstrate behaviours aligned with the CFPC Values.
- Demonstrate competencies aligned with the CFPC Competency Framework.
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC.
- Participate on special projects as required.
- Participate on internal staff committees or working groups as required.
- Assist with the onboarding of new team members as required.
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required.

#### Requirements

- Bachelor's degree in Computer Science, Information Management, Systems or related discipline required
- Salesforce Certified Platform Developer I required
- Salesforce Certified Agentforce Specialist required
- In addition to the two mandatory requirements above, preference will be given for the below credentials:
  - o Salesforce Certified Platform Developer II

- Salesforce Certified Industries CPQ Developer
- Salesforce Certified Experience Cloud Consultant
- Salesforce Advanced Administrator
- Salesforce Service Cloud/Health Consultant
- Salesforce Certified Omnistudio Developer
- Salesforce Platform App Builder
- Salesforce Certified Marketing Cloud Administrator
- Minimum 5 years' experience working in Salesforce implementations on multiple organizations, with experience in configuration, customization, integration and reporting
- Minimum 5 years' hands-on experience with Service Cloud/Health Cloud and/or Sales Cloud, Marketing Cloud, experience Cloud/Partner Community and CPQ
- Minimum 4 years' experience with Salesforce Lightning components and hybrid Agile delivery methods
- Advanced knowledge of Salesforce, Salesforce tools, building a customer Agentforce AI Agents, Prompt Builder, AI workflows
- Advanced problem-solving skills
- Advanced knowledge of integrating Salesforce platforms with other applications
- Advanced knowledge of how to design, develop and configure Salesforce CPQ solutions
- Advanced ability to manage Salesforce sandbox environments
- Ability to manage multiple projects simultaneously, communicate effectively and share solutions with stakeholders
- Ability to present technical solutions to a non-technical audience
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French is an asset.
- Core Competencies: Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standard, facilitating change. Further details could be found [here](#).

### Working Conditions

This role is based in Mississauga, and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. In accordance with our Hiring Policy, at this time we are only considering applicants who live in the Greater Toronto Area. Our current hours of operation are Monday to Friday 8am to 5pm Eastern Time.

**There is a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC).**

**If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, please submit a cover letter and your résumé referencing the vacancy# 2026-11 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by April 27, 2026.**

**We thank all those who apply for this opportunity. Only external applicants selected for further consideration will be contacted.**

*The CFPC is committed to equity, diversity, and inclusion in the workplace, and actively promotes a safe, healthy, and respectful work environment. Our hiring practices have been designed to ensure that applicants are protected from discrimination, human rights are respected, and individual needs are accommodated. We welcome and encourage applications from all qualified candidates regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*

*Throughout the recruitment and selection process, please advise Human Resources if you require any accommodation(s).*