PERCOLATOR
CONSULTING

ABOUT PERCOLATOR

Our team shares a passion for providing digital tools to progressive nonprofits that help them achieve their missions. We work to **deeply understand the challenges** our clients have and then combine **strategy and technology** to **build lasting solutions** to support the crucial work they do. We care about **equity, human rights, and environmental stewardship**, and partner with clients focused on those issues. Our client list includes organizations like the Climate and Clean Energy Equity Fund, Way to Win, First Nations Technology Council, and the Appalachian Trail Conservancy.

What makes us unique is our collective nonprofit backgrounds as well as our passion for technology. We work on complex customizations, application development and integrations, and develop technology processes to power social change efforts, making the world a better place through our efforts.

The work environment at Percolator is inclusive, flexible, and collaborative, and we foster an inquisitive culture where learning and exploration are encouraged. We make opportunities for professional and role development, allow one's interests to guide the work they take on, provide paid time to contribute to the nonprofit Salesforce community, give regular opportunities for staff-directed charitable contributions, and more.

ABOUT THE ROLE

We are looking for a nonprofit Salesforce expert to join Percolator as a consultant doing declarative Salesforce development. Ideal candidates might have experience as a nonprofit database admin, be a certified Salesforce Administrator, or may already be doing Salesforce development. **We envision this position as full-time but would consider applicants who are interested in a part-time position as well, anywhere from .5 FTE or up.**

Working as part of an agile team, you will design and build new functionality on Salesforce implementation projects. In between projects, you will also help support our ongoing retainer clients with technical changes and additions, and advice on using their systems effectively.

In a given week you might set up a new volunteer signup page for a grassroots environmental org, automate assigning new donor prospects to a fundraising department, advise a client on which email platform to switch to, or work with a small group of developers rolling out NPSP for a new client.

DUTIES & RESPONSIBILITIES

- Work as part of a team on weekly sprints: understanding what the client's needs are, designing and developing new features that meet those needs, and documenting and providing demos of new functionality.
- Provide ongoing tech support and training to our retainer clients: working closely with their staff to identify and prioritize tasks, and with our team to coordinate the development and delivery of new functionality.
- Advise clients on not only the best technical process but on best practices for their internal processes using the technology we build for them.

- Provide clear documentation and training for clients that is engaging and makes sense to them, even when communicating complex technical information.
- Work with colleagues to continually improve the internal processes, tools, and approaches that drive Percolator's work with clients.

Responsibilities vary from season to season, but we expect 50% project implementation work, 20% retainer work, and 30% internal work.

SOME SKILLS/QUALITIES WE CONSIDER CRITICAL TO THE ROLE:
- A passion for having a meaningful impact toward creating a more equitable, just, and sustainable world.
- An understanding of nonprofit organizations, with past experience working in (or closely with) a nonprofit organization required.
- At least two years of experience as an admin or developer on the Salesforce platform—you can design a data model, build automation with Flow and Process Builder, configure permissions, set up NPSP, and customize Lightning pages.
- Ability to work independently in a remote work environment, self-manage your time and tasks, and effectively communicate when you need support.
- Collaboration and flexibility in supporting co-workers and clients on short notice with troubleshooting.
- Clear communication skills and a high degree of comfort presenting virtually.
- A commitment to diversity and inclusion. We consider a variety of perspectives as we design and build new technologies. Our clients are varied and diverse, and you must be able to understand the mission, values, and context of the client, and build technology that works for their staff and constituencies.

We are committed to growing the diversity of our team, and we strongly encourage candidates who hold marginalized identities and nontraditional professional backgrounds to apply.

ABOUT THE TEAM

The team at Percolator is small but growing with ten staff and about half as many regular contractors, remotely spread out across the US. We talk daily and get together annually (when safe) to reconnect and make big plans. We value all team opinions and often work as a group to guide strategy and process. We promote fun, have a genuine interest in one another, and prioritize a healthy and joyful work-life balance.

COMPENSATION & BENEFITS

The salary range for this position is $50-$75K (or prorated based on % FTE), depending on experience and, and we provide a generous benefits package:
- 100% employer-paid health, dental, and vision insurance; 50% employer-paid insurance for qualified spouse, domestic partner, or dependents (eligible for employees .8 FTE or higher)
- 100% employer-paid life insurance
- Retirement plan with employer match up to 3% of annual salary
- 10 vacation days to start, 10 days of sick/personal leave, 11 holidays, and the last week of the year is paid time off, which is on top of regular vacation time (prorated based on % of FTE)
- Paid family leave

- Monthly allowance for coworking space, internet, cellphone
- Annual allowance for office equipment and supplies
- Professional development opportunities
- Reasonable flexibility for daily work schedule

We walk the talk when it comes to sustainable careers and we're committed to 40-hour work weeks and family-friendly work culture. Percolator is an equal opportunity employer and values team diversity.

Please email your resume and cover letter to jobs@percolatorconsulting.com with the subject line: Salesforce Consultant Full-time OR Salesforce Consultant Part-time, depending on the position you are applying for.

Applications will be reviewed on a rolling basis at least through 4/15/22 unless the need to extend arises. If this position is still on our website you should be encouraged to apply. We expect to conduct interviews through 5/30/22, and hope to have the position filled by 6/15/22.

In our hiring practices, we commit to providing a consistent process for all candidates that attempts to counter bias. We recognize that increasing the diversity of our team to reflect the communities we care about and work in makes us and our work better.