

ABOUT THE ROLE

Percolator seeks 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 are looking for a full-time or close-to-full-time position; .8 FTE or higher (32-40 hours per week, salary below based on a 40-hour position).

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 advise 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.

PRIMARY DUTIES and 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.
- This position may require some light overnight travel a few times a year for client meetings, conferences, and/or staff retreats.

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

SOME SKILLS, EXPERIENCE, and 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 is 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.

COMPENSATION and BENEFITS

We walk the talk when it comes to sustainable careers and we're committed to work/life balance and family-friendly work culture. Percolator is an equal-opportunity employer and values team diversity. The salary range for this position is \$60K-\$85K, depending on experience, plus lots of additional benefits:

- Work from anywhere in the US with reasonable flexibility over your daily work schedule
- Lots of PTO: 3 weeks vacation (increases to 4 weeks after 3 years), unlimited sick days, 11 paid holidays, plus an extra week off for company closure at the end of each year
- 100% employer-paid health, dental, and vision insurance; 50% employer-paid insurance for qualified spouse, domestic partner, or dependents
- 100% employer-paid life insurance
- Retirement plan with 3% employer match
- Paid family leave
- Monthly allowance for coworking space, internet, cellphone
- Your choice of a computer upon hire and upgrade every 3 years, plus budget for office equipment and supplies
- Individual professional development planning and budget

ABOUT PERCOLATOR CONSULTING

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 US and international 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.

We are a [Salesforce partner](#) but we don't just do Salesforce implementations -- our work also encompasses broad technology strategy and big implementations with partners that include web frameworks like Pyramid and Drupal. We are small but mighty: we take on complex Salesforce builds with lots of custom code that other consulting agencies shy away from, but always with an eye toward minimizing our clients' technical debt. All of our staff come from nonprofit backgrounds. Like our clients, we've also been fundraisers, campaigners, program managers, and nonprofit administrators, and that domain expertise and context sets us apart from other consulting shops.

The team at Percolator is tight-knit and growing, with ten staff and about half as many regular contractors, spread out across the US.

HOW TO APPLY

Please email a cover letter and resume, CV, or LinkedIn profile to: jobs@percolatorconsulting.com with the subject line: Salesforce Consultant. **The position is open until filled and we'll be reviewing applicants on a rolling basis.**

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. In our hiring practices, we commit to providing a consistent process for all candidates that attempts to counter bias.