



**Job Title: Salesforce and Evaluation Manager**  
**Annualized FTE: 1.0 FTE**  
**Closing Date: Priority Deadline, July 7, 2023**

### **Organization**

Minnesota Alliance With Youth works in partnership with youth to ensure that ALL young people have equitable educational opportunities that foster their individual assets, honor their voices, and prepare them to reach their goals. The Alliance accomplishes this mission through our core organizational values of equity, quality, and collaboration.

### **Position Overview**

The Salesforce and Evaluation Manager will lead all evaluation and data efforts in partnership with the Lead Communications and Development Officer. This position will also manage and develop Salesforce solutions for the organization's programs and projects. This position will provide a high level of customer service, collaboration, administrative support, and project management for the Alliance.

The ideal candidate for this position will exemplify a commitment to diversity, equity, and inclusion. They will also have excellent communication skills, high attention to detail, strong computer and organizational skills, and an ability to manage multiple projects, priorities, and deadlines.

Central to the role is supporting strategic equity, diversity, and inclusion efforts at the Alliance and performing all essential functions with an equity lens.

### **Primary Role and Responsibilities**

#### **Salesforce**

- Oversee the overarching vision, design, management and delivery of services in Salesforce
- Analyze business requirements and provide the best Salesforce solutions for organizational effectiveness
- Coordinate and collaborate with staff to meet delivery, usage, and quality goals for Salesforce implementation
  - Design and develop Salesforce solutions based on needs and demands of the organization
- Ensure optimal performance of Salesforce systems and products
- Upgrade and configure Salesforce designs for optimized integration ensuring systems and applications communicate efficiently
- Evaluate and install new Salesforce releases, provide training and support, system maintenance and problem solving
- Manage Salesforce roles, profiles, and workflow
- Import data (including partnerships, alumni, donors, etc)
- Build reports to meet organizational and program needs
- Perform database maintenance tasks
- Document processes and procedures to ensure grant and contract compliance

#### **Evaluation and Data**

- Serve as primary consultant/coordinator on organization-wide evaluation needs and projects
- Support Lead Communications and Development Officer in ensuring that all data necessary for grant reporting and desired for grant applications and marketing materials is being collected in an accurate and timely manner, and analyzed and evaluated according to grant requirements
- Design and Implement 2024-26 Promise Fellow Impact Study focused on Motivational Interviewing
- Develop, review and refine data and evaluation tracking, collection, and training for members and supervisors (Attendance log, Data tracking log, Student engagement, Students, Weekly Log, Work Completion)

- Develop feedback system to support members in obtaining and reporting accurate and complete program data
- Integrate Impact Study findings to support data collection improvements
- Set and track performance and evaluation measures
- Streamline and consolidate systems to measure impact and collect high quality data; and to provide seamless member experience
- Support application, enrollment, and retention data to inform recruitment, retention, and partnership strategy
- Compile and track on longitudinal program and member data
- Identify themes from site visits and engage staff in conversations to improve quality
- Support sites and members to determine best practices for data collection
- Serve as point person with ServeMN on updates, maintenance, and implementation of Knack and also point person for members for Knack and other performance measures
- Work with external evaluation consultants to coordinate data file sharing, data completion reports, and data feedback
- Collaborate with the MN Department of Education on securing data to demonstrate the impact of Promise Fellows on State graduation rates

### Requirements

- **3-5 years of experience administering Salesforce**
- An understanding of the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities
- Strong commitment to the Alliance core values of equity, quality and collaboration
- Ability to shift focus in response to evolving organizational needs
- Presentation skills
- Project management and analytical capabilities
- Excellent oral, written, and interpersonal skills and the ability to collaborate and build relationships
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Capability of completing work on time
- Ability to work occasional evenings and weekends
- Ability to perform sedentary work as required

### Typical Work Environment

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job.

- Able to work at a computer for up to 8 hours per day
- Able to work in environment that is quiet but with many people demanding attention
- Able to frequently stand, walk, sit, and climb in performing duties in the office and for onsite and offsite meetings and events
- Able to maintain regular operation of normal office machines (telephone, computer, copier, and other office machines) is required
- Able to work independently with minimal supervision
- Able to work evening and weekends for meetings and events
- Able to travel to community partner locations in the Twin Cities metro area and in Greater MN (St. Cloud, Duluth, Grand Rapids, Bemidji, Moorhead, Mankato, etc.)

### Compensation and Benefits

Salary range is \$58,000 - \$68,000, plus excellent benefit package. 40 hours per week/52 weeks per year. Office located in NE Minneapolis, MN - Hybrid Work schedule is available.

**To apply**, interested candidates must complete a cover letter, resume, and provide three references. Please send all required materials electronically to Kita Yang at [kyang@mnyouth.net](mailto:kyang@mnyouth.net) and include in the subject line *Data and Systems Administrator*. **Priority deadline to apply is Friday, July 7, 2023, but will remain open until filled. Interviews will be conducted on a rolling basis. Anticipated start date is early August, 2023.** No phone calls please. To learn more about the Minnesota Alliance With Youth, visit our website at: [www.mnyouth.net](http://www.mnyouth.net).

Minnesota Alliance With Youth is committed to hiring staff people who reflect the diversity of the Minnesota communities we serve. Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and we encourage you to apply, even if you don't believe you meet every one of our qualifications described. We are committed to recruiting and engaging individuals without regard to disability, gender, race, religion, or sexual orientation. We are committed to equity and are particularly interested in receiving applications from a broad spectrum of individuals.

- Reasonable accommodations provided upon request.
- This document is available in alternative formats.

This position is funded by AmeriCorps. Employment is contingent on the successful completion of required background checks.