

The Los Angeles Philharmonic Association is currently seeking a: Salesforce Data Administrator

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

Position Summary:

The LA Phil Learning Department is seeking a part-time Salesforce Administrator to manage data entry and maintenance in its new Salesforce org. Reporting to the Associate Director, Learning, the Salesforce Data Administrator is responsible for maintaining the health of the database, ensuring the quality and security of the data, as well as performing data uploads and mass updates. The Salesforce Data Administrator will also help provide a smooth transition as the system is implemented across YOLA sites, particularly through registration drives in Form Assembly during fall.

Hours for this position are approximately 20 hours per week, with up to 29 hours a week during registration periods.

Position Elements:

- Data management, including but not limited to data imports, data manipulation, and data hygiene.
- Prioritize data accuracy, consistency, and integrity, carefully identifying and documenting any system needs.
- Maintain YOLA analytics, including but not limited to program reports and dashboards to analyze session attendance, student demographics, etc.
- Management and technical enhancements to Salesforce Community (Experience Cloud)
- Manage integration of third-party apps such as Mogli SMS and Form Assembly
- Maintain system security, including user audits, reviewing use access, and staying up to date on platform security updates and features.
- Oversee and train part-time assistants and interns in routine tasks such as entering data and generating reports.
- Support the digital registration process for YOLA and other Learning programs.
- Collaborate with Learning and YOLA teams to ensure the system supports YOLA's processes and needs, while expertly managing priorities to maintain a streamlined workflow. Maintain a roadmap of ideas for future system enhancements.
- Support and train users, routinely checking in with users and developing and delivering user training.
- Create and maintain documentation, including user and technical documentation
- Serve as a primary contact with Salesforce Premier Support and other third-party partners, consultants, or technical experts
- Other duties as assigned

Position Requirements:

- 2-3 years of Salesforce administration experience

- Preferred experience working with Lightning Experience
- Preferred experience working with Salesforce Communities (Experience Cloud)
- Preferred Salesforce Administrator Certification, or obtain with first 6 months of hire
- Preferred experience working with Form Assembly or online form provider
- Strong project management skills and comfortable using Monday.com or other project management tools
- Proficient with Microsoft Office Suite, particularly Excel and Word
- Excellent written, verbal, and interpersonal communication skills
- Meticulous attention to detail and knowledge of best practices regarding database administration
- Experience in education or a non-profit arts organization preferred
- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency is a plus

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil's COVID-19 Prevention Plan, including testing and vaccination requirements.

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy,

childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.