



This is a unique opportunity to join an organization that is making a real difference in the lives of children with critical illnesses. We are currently seeking a professional and passionate candidate to fill the role of Salesforce Administrator within the Technology and Innovation team.

The role is critical in the delivery of Make-A-Wish International's present and future organizational strategy, so we need someone who is passionate and driven to make a positive impact. As Salesforce Administrator for Make-A-Wish® International, you will be responsible for maintaining the global Salesforce ecosystem.

As our **Salesforce Administrator** you will:

- Serve as the primary point of contact for all Salesforce-related inquiries and support requests.
- Configure all aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups.
- Customize and configure Salesforce to meet specific business needs, ensuring optimal performance and user experience.
- Create and maintain custom objects, fields, validation rules, process builder flows, and other Salesforce functionalities as required.
- Importing sales department leads, contacts, and other data.
- Being communicative and proactive by providing advice to users when it comes to using the Salesforce system.
- You will be responsible for solving incidents and deploying features, including the follow-up and communication back to the users.
- Maintaining the Sales Cloud and other third-party applications as well as building custom reports and dashboards.

Our people at Make-A-Wish® International, working from all over the world, live and breathe our core values: Child Focus, Integrity, Impact, Innovation, and Community.

Furthermore, you would be a great fit if you are:

- A flexible, adaptable person, driven to make positive change in an international non-profit organisation for children living with critical illnesses across the globe;
- An individual with an ability to organize their work, build excellent rapport with people, lead collaborative initiatives (inside and outside the charity,) and a willingness to undertake tasks to support the entire organisation;
- An individual with strategic and operational experience of working with a track record of working collaboratively across multiple organisations to deliver organisational strategy and plans. Combined with a sound knowledge and skillset to **Identify measures or indicators of system performance and the actions** needed to improve or correct performance, relative to the goals of the technology;
- Located in the Netherlands (our Make-A-Wish International Office is located in Hilversum). Other European locations may be considered as well.

Other skills and experience that you will bring:

- Salesforce certified administrator or Salesforce advanced administrator certification is a must.
- Salesforce Certified Platform App Builder (Preferred)
- Salesforce Certified Platform Developer (Preferred)
- A bachelor's degree in computer science would be advantageous.
- 2-3 years of experience as a Salesforce administrator in a similar environment.
- Excellent command of the English language, both spoken and written.
- Extensive experience in the administration and maintenance of Salesforce systems.
- Experience in performing Salesforce upgrades and ensuring successful integration.
- Exceptional ability to create and maintain Salesforce databases.
- In-depth knowledge of Salesforce products and their functionalities.
- Proficiency in creating Salesforce profiles, allocating roles, and managing access.
- Knowledge of importing sales data and generating Salesforce reports.
- Ability to provide Salesforce training and end-user support.

What we offer:

- Becoming part of an organization with a strong mission and a purpose
- Collaborative colleagues based in different countries all over the world that live by our values.
- An informal, fun, and inclusive culture with a social atmosphere
- Trusted-based working culture with a lot of flexibility and the possibility to work remotely or to come to the office in Hilversum, the Netherlands (in case you reside in the NL)
- Attention for your wellbeing, all-staff meetings and other (virtual) events that help you to feel engaged and connected.
- Emphasis on your mental well-being through online coaching and support (SupportRoom).
- 40-hour working week
- 25 days of paid leave annually (plus public holidays)
- Pension contribution
- Reimbursement of travel expenses

At Make-A-Wish® International, we believe that diversity and inclusion are essential to creating a strong and thriving workplace. We welcome and value people from all backgrounds and perspectives, and we strive to foster a culture that celebrates diversity and promotes equality.

About Make-A-Wish® International

Make-A-Wish® creates life-changing wishes for children with critical illnesses. We seek to bring every eligible child's wish to life because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight their illness. Make-A-Wish is the world's leading children's wish-granting organization, serving children in more than 50 countries worldwide. Since 1980, Make-A-Wish has granted more than 500,000 wishes to children. For more information about Make-A-Wish International, visit worldwish.org.

HOW TO APPLY

Please apply to HR@worldwish.org by sending a pdf-file that includes:

- your CV (no more than 2 pages)
- a covering letter stating relevant achievements, why you are passionate about working for Make-A-Wish® International, how you meet the requirements for the role and what you will bring to it (no longer than 600 words).
- The word 'Star' added to the subject line to demonstrate that you have read this text carefully.

Our selection process and timeline

Applications will be accepted until: 23rd October 2023

First interview round: 30th October – 3rd November 2023

Technical Ability Test: 6th November – 10th November 2023

Second interview round: 13th November – 17th November 2023

Keep in mind, that some of the deadlines and dates are subject to change.

Do you have any questions? Please feel free to reach out to Jigisha Vora, Salesforce Administrator, jvora@worldwish.org

NOTE: No recruitment agencies/consultants please - thank you