

## Salesforce Administrator



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Oct 09, 2024

Published : Sep 09, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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This is an opportunity in the exciting and fast-growing transportation technology industry. Public transit is being transformed from a system of static, scheduled fixed-routes, to a dynamic on-demand network, and you'll be one of the pioneers shaping this transformation.

We are seeking a proficient and collaborative Salesforce Administrator to join our talented Technical Services team. As a Salesforce Administrator, you will act as a subject matter expert, dedicated to the setup, administration, development and maintenance of Salesforce applications. You will communicate and collaborate closely with various cross functional stakeholders, influence, develop and implement high quality solutions that drive efficiency and enhance our business operations.

**Your day-to-day responsibilities will include:**

- End-to-end administration and configuration of the platform environment
- Provide technical expertise and support to other members across multiple Salesforce projects and enhancements
- Establish and implement change control and best practices with regards to system maintenance, configuration, development, testing and data integrity
- Manage Salesforce roles, profiles, sharing rules, workflows and groups
- Prioritize, design and facilitate successful implementation and adoption of new processes
- Participate in final acceptance testing, verifying with stakeholders, deploying new functionality to production.
- Train clients and create the supporting technical and training documentation.
- Write and manage technical documentation, including internal and external facing knowledge base articles.
- Developing and maintaining multiple experience cloud sites.
- Developing and maintaining sandbox environments, and creating and testing APEX code for automation.
- Other duties/projects as assigned.

**Preferred Qualifications and Experience:**

- Undergraduate or College degree in a technical field.
- 2+ years of experience with Salesforce configuration, support and/or administration
- Salesforce Administration Certifications
- Experience deploying and managing 3rd party integrations
- Experience with salesforce flows and APEX automation development
- A strong knowledge of query language, and experience with salesforce formulas
- Ability to collaborate effectively with cross-functional teams and stakeholders
- Strong problem-solving skills with a keen eye for detail
- Excellent communication skills, both written and verbal
- Must be available to travel to client sites within Canada and the US up to 20% of the time

**Compensation and Benefits:**

- Base Salary: \$72K - \$88K + performance-based bonus + stock options
- Work-Life Balance & Additional Perks: Flex-time work schedules, vacation time, bi-weekly catered lunches, social events, casual dress code
- Benefits Plan: Medical, dental, prescription, life/health spending accounts and more
- Work Environment: Located in KW's most desirable work space in the heart of Uptown Waterloo.
- Commuter Program: Complimentary rides to and from work within the Waterloo region
- Location: Waterloo, Ontario.

**Who we are:**

<http://www.rideco.com>

RideCo powers on-demand transit. Public transit agencies and fleet operators use RideCo's cloud-based software platform to provide on-demand shared rides in dynamically routed buses and vans. RideCo is growing rapidly, and it is the most adopted on-demand paratransit and microtransit software among the 10 largest cities in the United States. Our marquee clients include Philadelphia's SEPTA, Los Angeles Metro, San Antonio Metro, and Houston Metro.

RideCo's software powers a diverse range of use cases, including paratransit, residential/ suburban travel; first-mile-last-mile connections for transit hubs; and corporate employee transportation. The success of these services is supported by the industry's best customer service, including a 95% plus customer retention rate. We are investing to scale up and capture the growing demand for on-demand shared rides solutions.

RideCo is proud to be an equal-opportunity employer. We hire the best talent and strive to build a meritocratic culture. In accordance with the Accessibility for Ontarians with Disabilities Act, accommodations are available upon request for candidates taking part in all aspects of the selection process. If you require special accommodation to complete any portion of the application or interview process, please mention this in your application. #Li-Hybrid

[APPLY](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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