



## We're Hiring a **SALESFORCE ADMINISTRATOR**

Sam Hill is looking for a Salesforce Administrator to be a key part of our Solutions Team. The Solutions Team is responsible for leading and managing impactful projects throughout our organization, aiming to enhance the experience for our staff, clients and bands. Working with our Head of Strategic Solutions, this position will be instrumental in the adoption and ongoing effectiveness of Sam Hill's Salesforce solution platform.

As a company, we aim to elevate the experience for all while empowering celebrations through live music. Internally, we support this mission by prioritizing individual initiative and growth while aligning our effort with the needs of our external stakeholders - our bands and clients. We are passionate about creating a space where our team members can thrive, utilizing innovative processes and systems. While we are a small team, we want to enable and empower our people with cutting edge technical tools, recognizing that efficiency enhances our happiness and makes our business smarter, ensuring that we can better serve our bands and clients.

The Salesforce Administrator will bridge the gap between our technology and our business operations, streamlining processes and keeping our bottom line steadily moving forward. This position will help us accomplish all of this by:

- Collaborating with our Solutions Team and other key stakeholders to ensure a successful rollout of our Salesforce solution suite
- Ensuring the ongoing effectiveness and growth of our Salesforce solution suite
- Supporting our ability to leverage our data in new and meaningful ways, ultimately empowering our staff to make data-driven decisions
- Helping our end-users (our staff, bands, and clients) have a premium user experience

If you are passionate about joining a forward-thinking company that values our team as much as our business objectives, we invite you to join us and embrace the opportunity to champion continuous improvement while being a key contributor to our team's growth and success.

## NOT YOUR AVERAGE TECH JOB

- **Flexible career path** with professional development, career advancement opportunities and on-the-job learning.
- **Remote work environment** and flexible schedule.
- Company support for **employee health and well-being**.
- **Collaborative company culture** with emphasis on positive working relationships.
- **A job with purpose:**
  - We give musicians an opportunity to express their artistry and create powerful connections with audiences.
  - We work to contribute something special to the biggest day of many people's lives.
- **Stable company** with proven history of growth over the past 25 years.
- Opportunity to be a **key contributor in organizational growth** initiatives



## WE ARE SAM HILL

We represent amazing live bands that dazzle guests at weddings, corporate events and private parties around the country. Our job is the power our bands with great gigs and provide the steady support they need to be successful, and to ensure that our clients have an extraordinary experience from start to finish when booking and working with our bands.

Sam Hill is founded on the belief that music is an essential part of any celebration, and that live music impacts people in an especially powerful way. Underlying everything we do is the belief that successful bands must not only be great performers, they must also be great for our clients to work with. We are most successful when we enable our bands to shine and our entire team to do their best work.

The culture at Sam Hill is based on connection - to each other, and to where we are headed. We focus on creating a healthy remote work culture with periodic in-person time. We keep our eye on our goals and on how each member of our team contributes to accomplishing them. We are people you can count on, people who want to do it better next time, and people who are more interested in those we serve than in serving ourselves. We take pride in the fact that many of our staff have been with us for over a decade, and we love the new ideas and fresh perspective we get when we welcome new folks onto the team.

## SNAPSHOT

- What we do: Empower celebrations through live music
- Why We Do It: To elevate the experience of hiring a band
- Founded: 1995 in Charlottesville, VA
- Region: Mid-Atlantic and Southeast
- Exclusive Bands: 50 and growing
- Employees: 15 and growing
- Work Environment: Fully remote with periodic in-person time



## REMOTE WORK AT SAM HILL

In 2021, after over a year of operating remotely, Sam Hill Entertainment decided to give up our offices and move permanently to a remote-work based structure. While we embrace the positive aspects of remote work, we also realize that there is value in face-to-face interaction and recognize that company culture is not always built behind a desk or a screen, so we are making sure to implement both in-person and virtual experiences to maintain a positive staff experience.

Here are some of the things you can expect as a team member at Sam Hill:

- Company retreats in the spring and fall
- Summer outings that include a plus 1
- An annual holiday party + overnight stay
- Occasional happy hours (both virtual and in-person)
- Weekly virtual team and 1:1 meetings
- Milestone recognition across teams and employees

# THE POSITION

## SALESFORCE ADMINISTRATOR

As Salesforce Administrator, you will have the opportunity to join Sam Hill during the implementation of Salesforce, specifically in the User Acceptance Testing (UAT) phase. This is a unique opportunity to make a significant impact on our business operations as our subject matter expert. Your expertise will be instrumental in configuring and maintaining the Salesforce solution suite, ensuring it meets our evolving needs. Additionally, you will have the chance to expand your skill set in Salesforce CPQ. The Salesforce Administrator will hold significant influence over the successful rollout and ongoing effectiveness of our Salesforce solution suite. As the subject matter expert, this role will play a pivotal role in the product management of Salesforce as well as end-user training and support.



# QUICK FACTS

- **Reports to:** Head of Strategic Solutions
- **Works closely with:** Solutions Team, Client Team, Marketing Team, Finance Team
- **Time Commitment:** Full-Time (minimum 75% FTE)
- **Location:** Remote from Virginia, Maryland, DC or North Carolina
- **Travel Requirements:** This position will need to attend 6-8 in-person company meetings and gatherings per year located in Central VA, including company retreats and quarterly Solutions Team strategy meetings.
- **Expected Start Date:** August 2023
- **Compensation (Optional):** \$65,000 - \$80,000 annual salary
- **Benefits:** Medical, dental, vision, retirement plan (with company match), PTO, twelve annual holidays, winter break, summer hours, highly flexible workplace



# SKILLS & EXPERIENCE

## Required Experience & Qualifications:

- Bachelor's Degree
- 2+ years experience working as a Salesforce Administrator
- Experience with ongoing management of testing and live Salesforce environments
- Experience creating and maintaining processes, policies, and training collateral
- Experience collaborating with end-users on day-to-day issues
- Experience conducting trainings for end-users

## Required Skills & Abilities

- Salesforce proficiency in Sales Cloud, Service Cloud, and Marketing Cloud
- Ability and desire to learn Salesforce CPQ
- Expertise in Salesforce administrative functions
- Familiarity with declarative functions in Salesforce
- Familiarity with page layout customization, overall UX and workflow rules in Salesforce
- Ability to differentiate between customization and development needs in Salesforce
- Ability to align business processes with data setup and maintenance
- Knowledge of data structure and the impact of integrations
- Ability to apply ongoing automation to enhance user experiences

## Required Attributes

- Creative problem-solving and troubleshooting skills
- Ability to find innovative solutions within standard functionality
- Service-oriented mindset
- Highly reliable, proactive self-starter; can be counted on to complete work on time
- Ability to clearly and concisely convey information verbally and in writing
- Proactive approach to staying up-to-date with software releases and new functionality

## Helpful

- Sales Cloud, Service Cloud, Marketing Cloud, and/or CPQ certification(s)
- Previous experience with VisualForce, Experience Cloud, and APEX code
- Experience implementing Salesforce configuration changes

# RESPONSIBILITIES

## Product Management

- Oversee Salesforce administration functions, including user account maintenance, profiles, roles, custom objects, page layouts, custom fields, and workflow rules
- Document and maintain Salesforce processes, policies, training materials, and collateral
- Act as a liaison between users, vendors, and application development teams
- Manage ongoing automation and user experience enhancements
- Work with Enterprise/Solution Architects to design integrations
- Manage and maintain development, testing, and live Salesforce environments; and the deployment process between them
- Prepare for upcoming Salesforce releases and upgrades to installed third party applications
- Conduct regular internal system audits and prepare for upgrades to installed applications
- Coordinate the evaluation, scope, and completion of new configurations and/or development requests
- Own and maintain user permissions structure - add new users/change permissions as needed

## Data Integrity

- Manage Salesforce data feeds and other integrations
- Ensure ongoing data integrity and security across Sam Hill Salesforce solutions suite
- Oversee Salesforce data governance policies
- Identify end user data requirements and create customized dashboards and report templates accordingly

## Support

- Collaborate with end users to troubleshoot day-to-day issues
- Conduct training for users and assist in ongoing user support
- Create and maintain training materials to support training for end-users (staff, bands, and clients)
- Help grow the Salesforce skill set across the organization





# INTERESTED?

**To Apply:** [www.samhillbands.com/careers](http://www.samhillbands.com/careers)

**Learn More About Us:** [www.samhillbands.com](http://www.samhillbands.com)

**To Reach Us:** [recruiting@samhillbands.com](mailto:recruiting@samhillbands.com)

