Auburn University Job Description

Job Title:	**Functional Administrator**	Job Family:	No Family
Job Code:	**HC91**	Grade 34:	$45,100 - $75,100
FLSA status:	Exempt		

Job Summary

Coordinates data reporting efforts to ensure effective and efficient management of data. Serves as the Salesforce Functional Administrator and assists with the management of post-graduation surveys.

Essential Functions

1. Performs maintenance, implementation, training, and support for data within the unit's programs to support well -informed decision making. Serves as the Functional Administrator for Salesforce CRM and provides troubleshooting for Salesforce.

2. Responsible for the student outcome process, which includes a six month follow-up survey for recent graduates, First Destination Survey to include survey administration, checking for data accuracy, following up on inconsistencies and coordinating the student research process. Runs custom queries and reports, imports/exports data from Qualtrics, uses pivot tables to verify and analyze data at an advanced level. Completes required reporting for National Association of College and Employers.

3. Provides oversight of the career management software with a focus on reporting, data management (employer and student), employer/user account management, and training. Monitors, evaluates, and communicates the software's utilization metrics to staff and campus partners to guide career center operations.

4. Assists in developing, maintaining, and updating data elements within Salesforce with an emphasis on student outcomes, and event management. Creates and enhances reporting tools (i.e., dashboards) to provide metrics identifying potential student success factors.

5. Assists with providing data required for Salesforce to include data that is atypical to other parts of the University. Gathers and provides information for input.

6. Consistently provides input on how to improve internal efficiencies, grows knowledge, and maintains awareness of best practices and market trends.

7. Performs other duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	**Focus of Education/Experience**
Education	Four-year college degree	Degree in Business, Industrial & Systems Engineering, Computer Engineering, Management Information Systems, or related field.
Experience (yrs.)	4	Experience in systems administration or systems design; data reporting and analysis.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Certification or Licensure Requirements

Salesforce Certified Administrator within one (1) year of hire/transfer

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/8/2021