



WHO ARE WE?

Founded in 2004, **Brilliant Corners** provides innovative housing and housing-related services to California's most vulnerable individuals, with an emphasis on those transitioning from, or at risk of, homelessness or institutionalization. We develop, own and manage multi-family supportive housing and licensed residential care homes, and implement a broad array of scattered-site, one-on-one supportive housing, and clinical case management programs through partnerships with developmental services, homeless services, veterans' services, and health care sectors.

In short, we do good work. We have offices in San Francisco, Los Angeles, the Inland Empire and San Diego and are growing daily. We are looking for YOU!--inspired, talented people who want to be part of a team that's affecting profound change and is having fun doing it.

WHAT IS A SALESFORCE SUPPORT SPECIALIST?

Our IT technology support team are the lifeline of our organization. The Salesforce Support Specialist is a key position on the Training and Support team, which works to provide technical support to the needs of Brilliant Corners' various lines of work and programs. The position provides Tier 2/3 support to CRM users across our organization. Primary responsibilities include maintenance of salesforce.com (SFDC) products, user management, system security, and on-going optimization efforts for existing SFDC features, third party applications, and integrations. The work is collaborative and requires coordination with Salesforce administrators, training/support specialists, analysts, and end users. To be successful in this role, candidates will bring administrative experience in Salesforce product offerings and a commitment to user satisfaction. Our preferred candidate will be entrepreneurial self-starters who problem-solve with creativity and curiosity.

WHAT DO WE LOOK FOR?

You are a people person. You enjoy providing great, person-centered customer service to a diverse population. You like people and they like you.

You are a detail person. You take pride in your work. To you, getting the details right is essential to a good outcome.

Your middle name is Solution-Seeker. You exhibit good judgment and demonstrate great problem-solving abilities with a commitment to innovative solutions.

You are a hungry learner. You enjoy constantly taking in new information and are committed to continuous learning about the world and the work around you.

You thrive in a dynamic environment. You are at ease with rapid change and are flexible to adjust to the changing needs of an organization and your clients. You enjoy working collaboratively but are also able to get things done on your own. In short, you possess a positive, can-do attitude.

You are an expert in your field. You are a proven leader and team player, and are accomplished in the following areas of expertise:

- CRM administration experience required;
- Working knowledge of the standard capabilities of SFDC required;
- Ability to utilize critical thinking skills in decision-making situations, good organizational and record-keeping skills, and sound judgement required;
- Strong problem-solving skills in relation to data and software applications required;
- Ability to work independently, as well as a team player who values a positive attitude;
- Great communication skills, an enthusiastic personality, and is computer literate and proficient in standard office applications Word, Excel and Outlook;
- Current Salesforce Administrator Certification preferred;
- Experience with Salesforce Communities/Experience and Flows preferred;
- Experience with custom buildouts that are not dependent on standard SFDC objects preferred; and
- Experience working with non-profits, particularly homeless services and/or supportive housing preferred.

WHAT ARE YOUR BENEFITS?

 <p>Employer Sponsored Health Insurance</p> <ul style="list-style-type: none"> • Medical Insurance • Dental Insurance • Flexible Spending Account • Vision Insurance • Life Insurance • Disability Insurance 	 <p>Financial & Retirement</p> <ul style="list-style-type: none"> • Retirement Plan • 5% Employer Match • Employee Referral Bonus • Supplemental Workers' Compensation 	 <p>Vacation & Time Off</p> <ul style="list-style-type: none"> • Vacation & Paid Time Off • Sick Days • Paid Holidays • Bereavement Leave
 <p>Professional Support</p> <ul style="list-style-type: none"> • Job Training • Professional Development 	 <p>Family & Parenting</p> <ul style="list-style-type: none"> • Maternity & Paternity Leave • Military Leave • Family Medical Leave 	 <p>Perks & Discounts</p> <ul style="list-style-type: none"> • Employee Assistance Program • Gym Membership Discount • Company Social Events • Wellness Initiatives

You are important. Brilliant Corners' commitment to serving our community extends to our commitment to our team members. We are here to ensure our team members feel safe, valued, welcomed, respected, and cared for through our competitive and equitable wages, flexible "blended" hybrid work schedules, emphasis on work/life balance, career development and comprehensive benefits package.

Position: SALESFORCE SUPPORT SPECIALIST
 Location: Los Angeles, San Francisco and San Diego
 Salary Range: \$55,000-\$60,000/annual based on experience
 Status: Salary, Exempt, Full-Time
 Travel: Largely remote, but occasional travel 20-25%

Brilliant Corners is committed to providing a diverse, equitable and inclusive environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients, and does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. Brilliant Corners is also committed to fair hiring practices and does not ask applicants to disclose conviction history before extending a conditional job offer.

Please refrain from soliciting phone calls or emails to any employee of Brilliant Corners about this opening. Brilliant Corners does not accept unsolicited assistance from search firms, employment agencies, or third-party recruiters for any of its employment opportunities. All resumes submitted by search firms, employment agencies or third-party recruiters to any employee at Brilliant Corners via-email, the Internet or in any form and/or method without a valid service agreement in place for this position will be deemed the sole property of Brilliant Corners, and no fees will be paid in the event a candidate is hired by Brilliant Corners as a result of the unsolicited referral or through other means.