



Job Title: **Manager, CRM (Salesforce)**

Reports To: **Senior Director, Strategic Initiatives**

Ben Franklin Technology Partners of Southeastern PA combines the best practices of early stage investing with a higher purpose – to lead the region’s technology community to new heights, creating jobs and transforming lives.

For over 30 years, Ben Franklin Technology Partners of Southeastern PA has been the leading seed stage capital provider for the region’s technology sectors, investing over \$175 million in more than 1,750 regional technology companies, many of which have gone on to become industry leaders. Ben Franklin has also launched university/industry partnerships that accelerate scientific discoveries to commercialization, and has seeded regional initiatives that strengthen our entrepreneurial community.

Ben Franklin Technology Partners of Southeastern PA is an initiative of the Pennsylvania Department of Community and Economic Development. In addition to its numerous investment partners, Ben Franklin receives funding from the Ben Franklin Technology Development Authority.

Summary:

The Manager of Customer Relationship Management is responsible for coordinating the selection, deployment, use, and management of Ben Franklin’s process automation and data systems, which are used to support our investment and other business activities. Generally SaaS, these systems include various automation and customer relationship management (CRM) tools, such as Salesforce.

This is not a software development position, but rather managerial and hands-on, with such duties as supporting data systems users, setting development priorities, and ensuring alignment with corporate goals. Duties also entail managing processes across multiple departments, as well as leading high level systems development and data management activities (e.g., adding, modifying, deleting, and loading records into systems) and coordinating activities with teams from across the organization.

Essential Duties and Responsibilities:

- Oversee and deploy automation tools, specifically Salesforce, across multiple departments; coordinate and deploy data systems development activities and help ensure data integrity and consistent use throughout the organization.
- Direct data management processes and activities to ensure accuracy and efficiency, including, but not limited to, data management, data manipulation, and information transformation.
- Research and coordinate the deployment of systems integrations in order to achieve data processing efficiencies.

- Recommend investments in relevant data systems and processes to achieve organizational goals; incorporate recommendations into departmental and organizational planning processes, including budgeting, resource review and utilization, and project planning.
- Lead collaboration efforts to collect and compile data to fulfill Ben Franklin's compliance and reporting requirements, including regional reports.
- Incorporate change management practices into systems and process training for end users.
- Ensure the integrity and accuracy of Ben Franklin's data systems; lead internal initiatives to achieve consistent use of information, including, but not limited to, development of policies and practices.
- Collaborate with others to identify system resources to achieve desired business objectives; oversee the identification, selection, development and implementation of data systems and system integration efforts, based on organizational needs.
- Complete special projects and other job-related duties, as required.

Requirements:

- Bachelor's degree in information systems or related field, preferred.
- Minimum of two years' experience managing enterprise-level automated systems.
- Minimum of one year experience with direct, design or deployment level experience in Salesforce.
- Working knowledge of data management and cybersecurity best practices.
- Ability to create and execute complex reports and dashboards; familiarity with commonly used data analytics tools.
- Strong proficiency in Microsoft Office applications (Word, Excel, Outlook, Office 365, SharePoint).
- Excellent written and verbal communication.

Other Skills:

- Ability to carry out complex assignments, both collaboratively and independently; highly self-motivated.
- Demonstrated time management skills to complete multiple, competing priorities and activities.
- Demonstrated ability to handle multiple tasks, set priorities, meet deadlines, and adjust quickly.
- Demonstrated ability to build and foster collaborative relationships; excellent interpersonal communication skills; record of successful collaboration with others to achieve significant business objectives.

Compensation:

Competitive compensation, including full benefits and retirement plan.

Please send cover letter and resume to: jobs@sep.benfranklin.org. Application deadline: **May 11, 2018**

Ben Franklin is an equal opportunity employer. The organization reserves the right to modify this job description based on its needs and may require the employee to perform functions beyond those mentioned above. This is a salaried, exempt position and is subject to the availability of funding. An individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description does not create an employment contract between Ben Franklin and the employee. Either the company or the employee may end employment at any time, without notice or cause.