FREEDOM ALLIANCE®
"THE PRICE OF LIBERTY IS ETERNAL VIGILANCE"

Oliver L. North
Founder & Honorary Chairman

Thomas P. Kilgannon
President

Junior Salesforce Administrator

Freedom Alliance is one of the Nation's leading military support organizations. We are a 501(c)(3) tax-exempt educational and charitable organization which promotes America's heritage of freedom and supports those who defend it. Freedom Alliance makes a profound impact on the lives of combat veterans and military families, helping them overcome the wounds of war and providing college scholarships to the children of heroes who have sacrificed life or limb for our country.

To further these efforts, we are seeking candidates to fill the role of:

Title: Junior Salesforce Administrator

Purpose of Position: To help Freedom Alliance serve America's heroes by keeping the organization's Salesforce database accurate, reliable, and useful. This role works closely with our Salesforce Administrator to ensure our donor and gift records are accurate, supports the systems that connect to them, and provides our staff with the reports and tools they need to put more resources where they matter most: with combat veterans, wounded service members, and military families.

Primary Responsibilities:

1. Ensure that Freedom Alliance's donor data is accurate and complete, so that every gift is properly recorded and acknowledged.
2. Maintain the accuracy and integrity of records through regular deduplication, address updates, and data cleanup.
3. Process data imports and exports, including gift batches, list uploads, and updates from outside vendors.
4. Assist in creating reports and dashboards for program and development teams, direct mail program, and leadership.
5. Monitor integrations between Salesforce and external platforms, troubleshooting and escalating issues as needed.
6. Manage user accounts and permissions, and make basic configuration changes such as fields, page layouts, and picklists.
7. Document processes and provide Salesforce training and support to staff.
8. Perform other database and operations activities as may be required.

9. **Accountability and Qualifications:**
    1. The Junior Salesforce Administrator's performance will be measured by:
        a. Accuracy, completeness, and timeliness of data entry, imports, and cleanup.
        b. Reliability of integrations and speed of resolving data or system issues.
        c. Ability to deliver accurate, timely reports that meet the needs of staff and leadership.
        d. Responsiveness and helpfulness in supporting Salesforce users across the organization.
        e. Quality of process documentation and adherence to established data standards.
    2. Qualifications:
        a. A genuine commitment to Freedom Alliance's mission of honoring and supporting those who defend our freedom, and a desire to use technical skills in service of veterans and military families.
        b. One to three years of hands-on Salesforce experience is preferred; nonprofit or fundraising database experience is a plus.
        c. Salesforce Certified Administrator credential is preferred, or willingness to earn it within the first year.
        d. Strong Excel skills and comfort working with large data sets.
        e. Exceptional attention to detail and sound judgment in handling confidential donor information.
        f. Ability to explain technical issues clearly to non-technical colleagues.
        g. Self-motivated, organized, and eager to learn.
        h. Bachelor's degree or equivalent experience.
        i. This position is based at Freedom Alliance's headquarters in Winchester, Virginia.

This is a full-time, in-office position with a salary range of $60,000–$65,000, depending on experience, and generous benefits that include medical/dental insurance, a 403(b) retirement plan with 5 percent matching, and paid vacation and holidays.

Qualified applicants should submit a cover letter and resume to calvin.coolidge@freedomalliance.org.

For more information, please visit: www.FreedomAlliance.org.

Freedom Alliance is an equal opportunity employer.