Job Title: Salesforce Administrator, Sure Petcare

Department: Customer Service/CRM

Position Location: Cambridge, United Kingdom, EMEA

Requisition ID: SPC#016

Sure Petcare, the pet technology specialist, provides pet products that empower owners to care for their pets in entirely new ways. Founded in 2007, we have developed an award-winning range of microchip-operated pet doors and feeders, which solve many problems commonly experienced by pet owners. Sure Petcare, along with HomeAgain, is a Companion Animal portfolio of digital products within MSD Animal Health.

In 2017, Sure Petcare expanded its product range to include connected devices designed to provide proactive pet care by giving owners data and insight into their pets' day-to-day behaviours, activities and routines. Over time, this information will provide pet owners a greater understanding of their pet's health and well-being. Sure Petcare sells direct through retail stores and veterinary practices in 35 countries.

Through its commitment to the *Science of Healthier Animals®*, MSD Animal Health offers veterinarians, farmers, pet owners and governments one of the widest ranges of veterinary pharmaceuticals, vaccines and health management solutions and services as well as an extensive suite of digitally connected identification, traceability and monitoring products. MSD Animal Health is dedicated to preserving and improving the health, well-being and performance of animals and the people who care for them.

For more information, visit www.surepetcare.com

Job Description:

The Salesforce Administrator will join our Salesforce Centre of Excellence team to assist with the ongoing development of our Salesforce.com deployment. The successful candidate will have a record of success in improving processes and adoption using the Force.com platform.

The administrator will work closely with the CoE team, functional leaders, organizational units, and subject matter experts to identify develop and deploy new business processes including: Sales, Customer Service, Marketing and our core business processes. This role combines some aspects of project management, administration and analysis capabilities. The Salesforce Administrator will be responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM platform.

Key Competencies:

- Serve as system administrator for the Salesforce.com environment for Sure Petcare 75+ users, and work with our outsourced partners & BA to add a new business unit into our org.
- Handle basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Complete regular internal system audits and prepare for upgrades
- Manage Salesforce.com data feeds and other integrations
- Work with the CoE team on evaluation, scope and completion of new development requests.
- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities
- Assist in training of new users, and grow the Salesforce.com skill set across the organization
- Effectively act as the liaison between our users, vendors and the application development teams
- Work independently with members of the user community to define and document development requirements

Qualifications:

Education Minimum Requirements

- Salesforce.com Admin (ADM201) certified

Required Experience & Skills

- Minimum one year of experience as a Salesforce.com administrator
- Excellent project management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Must demonstrate exceptional verbal and written communication skills
- Must demonstrate ability to communicate effectively at all levels of the organization
- Ability to critically evaluate changes, reconcile conflicts, decompose high-level information into details
- Ability to distinguish user requests from the underlying true needs
- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes

Preferred Experience & Skills

- Experience in Sales Cloud, Service Cloud, Community Cloud and Developer of additional value
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, visual workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce.com best practices and functionality
- Strong data management abilities
- A documented history of successfully driving projects to completion
- A demonstrated ability to understand and articulate complex requirements
- Previous experience working in a SCRUM or agile environment an advantage
- English.

Job: IT/CRM

Travel: Occasional travel once allowed.

Shift (if applicable): N/A

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