



PQA POSITION DESCRIPTION

Title: **Salesforce Administrator**

Supervisor: Senior Director, Program & Information Management

FLSA Classification: Full-time; Exempt

Location: Remote, United States

About PQA:

Pharmacy Quality Alliance, PQA, is a national quality organization dedicated to improving medication safety, adherence, and appropriate use. A measure developer, researcher, educator, and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with 178 diverse members across healthcare, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, health care providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, and others together to build consensus and collaborate to improve medication use quality.

OVERVIEW:

The Salesforce Administrator is responsible for owning and maintaining PQA's Salesforce environment as the organization's primary enterprise system of record. This role ensures the stability, integrity, and effective configuration of Salesforce to support core organizational operations, data quality, reporting, and stakeholder engagement.

The position is Salesforce-first and admin-led, combining system administration, advanced declarative configuration, and limited programmatic development. The Salesforce Administrator supports AMS/CRM functionality, integrations with related systems, and ongoing platform evolution in coordination with internal stakeholders and external vendors.

ESSENTIAL RESPONSIBILITIES:

- **Information Systems Management** – Oversee the daily operation, administration, and support of PQA's Salesforce environment. This includes managing user access, security, licensing, configuration, and ongoing maintenance, as well as responding to and resolving day-to-day system issues and support requests. The role ensures that Salesforce is secure, reliable, and aligned with organizational needs. The Salesforce Administrator coordinates with external vendors and service providers to support system upgrades, issue resolution, integrations, and technical troubleshooting. The position builds and enhances business logic using Salesforce Flow and validation rules, and maintains and incrementally extends existing custom components and automation (Apex, Visualforce, and Lightning Web Components) as needed, with the opportunity to grow into expanded development responsibilities over time. The role also supports integrations with related systems, including Fonteva and other connected platforms, using APIs or vendor-supported middleware, and follows Salesforce best practices for configuration, scalability, and performance.

- **Data Governance and Backup** – Implement and maintain data standards, documentation, data integrity controls, and backup procedures within Salesforce, in alignment with organizational policies and leadership direction. The role assists with monitoring data quality and adherence to established standards, and supports routine data cleanup, validation, and issue remediation efforts.
- **Training & Development** – Partner with Senior Digital Operations manager and other staff to deliver training programs for staff to support digital enablement activities. This includes contributing to system documentation, user guidance materials, and providing responsive support to users as part of day-to-day operations, without serving as the primary owner or lead for organizational training programs.
- Other duties as assigned.

QUALIFICATIONS & EXPERIENCE:

- Bachelor's degree or equivalent experience in Computer Science or a related field.
- Minimum of 3 years of experience in the Salesforce ecosystem. Salesforce Admin experience is required, and basic Salesforce development (APEX, LWC, VF) is highly desirable.
- Ability to manage a complex Salesforce Environment along with multiple layers of user security.
- Strong technical aptitude and hands-on configuration experience who can grow into advanced development responsibilities over time.
- Salesforce certifications are a plus.
- Proven experience in managing information system projects.
- General knowledge of data governance frameworks, data backup/retention, and best practices.
- Excellent problem-solving, analytical, and organizational skills.
- Technical proficiency in database management, SQL and API concepts.
- Project management skills with a focus on delivering results.
- Attention to detail and a commitment to maintaining high standards of data quality and security.
- Proficiency in Microsoft 365 Suite and strong knowledge of nonprofit technology stacks (e.g., association & customer relationship management systems, such as Salesforce-based AMS's, content management systems, such as WordPress, learning management systems).
- Strong organizational skills with an ability to effectively manage multiple competing priorities.

WORK AUTHORIZATION:

Applicants must be authorized to work in the U.S. without employer sponsorship. Visa sponsorship is not available for this role.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office environment
- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone
- Close vision requirements due to computer work

TRAVEL:

Occasional travel to attend the PQA Annual Meeting, Leadership Summit, and internal team meetings.

APPLY:

Interested candidates should submit a letter of interest accompanied by a resume and/or curriculum vitae to careers@pqa.org.

This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an “at-will” employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

EEO Statement

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which includes hair texture, hair type, and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion (including any outward expression of religious faith, which includes adherence to religious dressing and grooming practices and carrying or displaying religious items or symbols), sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), marital status, military status (including status as a uniformed servicemember, a veteran, or dependent of a servicemember), or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.