



Job Description Salesforce Administrator

Job title	<i>Salesforce Administrator</i>
Reports to	<i>Salesforce Lead</i>

Bridges to Prosperity

Bridges to Prosperity exists to innovate cost-effective rural infrastructural solutions through advocacy, evidence and technical assistance to promote safe access for geographically isolated communities through partnership with governments and donors.

We provide flexible work arrangements, comprehensive mental and physical wellness support, and annual salary reviews aligned with our compensation policy. Additionally, we offer opportunities for professional growth, allowing individuals to shape their own career paths through targeted development programs.

Job purpose

The Salesforce Administrator at Bridges to Prosperity provides essential user support and system maintenance for the organization's Salesforce platform across our global operations. This role serves as the primary point of contact for staff in multiple countries, troubleshooting issues, answering questions, and ensuring users can effectively use Salesforce in their daily work. The Administrator maintains data quality, manages user access and security, and implements basic configurations to meet evolving organizational needs. By delivering responsive technical support and training, this position enables various teams such as business development, programs and operations to maximize their use of Salesforce.

The Salesforce Administrator role will be based in the Kigali Office.

Duties and responsibilities

User Support & Training

- Serve as the primary point of contact for Salesforce and TaroWorks inquiries, technical issues, and support requests from staff across all country offices, providing timely and effective resolutions
- Diagnose and troubleshoot user challenges on both Salesforce and TaroWorks platforms, escalating complex technical issues to the Salesforce Lead
- Deliver comprehensive onboarding training for new Salesforce and TaroWorks users, and continuous learning sessions to enhance platform proficiency and adoption rates
- Provide flexible support coverage accommodating multiple time zones to ensure global staff receive consistent assistance across all systems
- Work closely with the IT Coordinator and the rest of the systems team to ensure seamless integration across platforms and coordinated support for organization-wide technology initiatives



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System Configuration & Maintenance

- Configure and customize Salesforce components including objects, fields, page layouts, record types, and workflows to align with evolving organizational requirements
- Administer user accounts, profiles, roles, permission sets, and sharing rules to maintain appropriate access levels and system security across Salesforce and TaroWorks
- Design and build custom reports and dashboards
- Develop and implement automation solutions using flows, process builder, and validation rules to streamline workflows and reduce manual effort
- Conduct proactive system maintenance including data cleanup initiatives, and duplicate record management

Documentation

- Maintain comprehensive documentation of Salesforce configurations, customizations, and processes
- Facilitate requirements gathering sessions to document, clarify, and validate needs for new features, reports, mobile forms, or system enhancements

Qualifications

Minimum Qualifications

- 2+ years in Salesforce administration, including Sales Cloud
- Salesforce Administrator certification (or the ability to attain within 3 months of employment)
- Strong understanding of Salesforce architecture and data model
- Understanding of mobile data collection applications
- Experience with configuration tools in Salesforce, such as Process Builder, Workflow Rules, Flow Automation, and Validation Rules
- Proven ability to design and implement new processes and facilitate user adoption
- Ability to work independently and manage multiple priorities effectively
- Excellent analytical and problem-solving skills
- Strong communication and interpersonal skills
- Devout love of organization, detail, and process
- Commitment to provide high quality "customer service" to users
- Personal initiative that allows you to excel in an unstructured workplace
- Strong desire to self-educate and use new and emerging technologies and software
- Commitment to continual improvement and adaptability to change
- Experience in a remote or hybrid work environment

Desired Qualifications

- Bachelor's degree in related field such as Computer Science, Information Technology, or Data-related field
- Additional Salesforce certifications (Administrator, Advanced Administrator, Business Analyst, etc.)
- Knowledge of Salesforce NPSP (Nonprofit Success Pack)



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- Knowledge of best practices for data security and compliance
- Experience working with multicultural and globally distributed teams
- Non-profit sector experience
- Knowledge of Kinyarwanda and English preferred

Working conditions

We have seen firsthand the benefits of a diverse team, and the strength that comes with diversity in experience, background, and perspective. We strongly encourage applications from individuals that would bring a unique or underrepresented perspective to our organization. Bridges to Prosperity works to create a high-energy and team-oriented environment. The Salesforce Administrator must self-manage to ensure they are providing appropriate support to all members of the team.

Physical requirements

The employee is required to regularly work at a computer and occasionally lift products or supplies up to 20 pounds.

Direct reports

N/A

Application guidelines

We have seen firsthand the benefits of a diverse team, and the strength that comes with diversity in experience, background, and perspective. We strongly encourage applications from individuals that would bring a unique or underrepresented perspective to our organization.

CV Guidelines:

- Length: Maximum 2 pages.
- Education: Highlight relevant diplomas, degrees and recognized certifications
- Exclude: personal information (photos, gender, religion, marital status, number of dependents), non-certified training.

Apply to this opportunity here: <https://fika.bamboohr.com/careers/83>

Application deadline: February 15th, 2026 – February 28th, 2026