



capital for healthy
families & communities

**LOW INCOME INVESTMENT FUND
IT BUSINESS PARTNER, ECE & OPERATIONS SUPPORT**

Location: San Francisco
Reports to: Director of IT
Exempt classification: Non-Exempt
Status: Full time

THE COMPANY:

The Low Income Investment Fund is a non-profit community development financial institution, that mobilizes capital and partners to achieve opportunity, equity and well-being for people and communities. LIIF innovates financial solutions that center racial equity to create more equitable outcomes for all by building and preserving affordable homes, quality educational opportunities from early childhood through higher education, health clinics, healthy food retail and community facilities. In this way, LIIF provides a bridge between private capital markets and communities. LIIF's headquarters is in San Francisco and has offices in Los Angeles, New York, Atlanta, and Washington D.C.

POSITION SUMMARY:

LIIF's San Francisco office is currently in search of an IT Business Partner, Early Childcare and Education & Operations Support. This is a great opportunity to join a highly successful, mission driven organization. We are looking for someone with at least 1 year of experience with Salesforce and a diverse portfolio of experience in customer and administrative support. You'll be responsible for monitoring a wide array of technical functions supporting our ECE group including, but not limited to, application support, inter-office teleconferences, phone system user changes, IT administrative support, correspondence with some vendors and specialized employee software & technology training.

REPORTING RELATIONSHIPS:

This position reports to the Director of IT.

ESSENTIAL FUNCTIONS:

Salesforce Administration:

- Identify, through user interviews, process improvements and opportunities for automation.
- Maintain and improve existing functionality of our Salesforce platform.



- Help provide solutions to maintain ongoing data integrity and quality in Salesforce.
- Collaborate closely with the entire IT team to deliver new business functionality to the platform.
- Train new users, provide ongoing training, and keep user documentation up to date.
- Stay current on new features, competing tool offerings and industry best practices.
- Document all rules, configuration settings, and other relevant change management aspects.
- Tackle analytical problems with various teams across the organization.

ECE Support:

- Assist in managing office technology such as teleconference system, phone system or other tools where users need help troubleshooting.
- Manage applications for ECE grants through Submittable; including but not limited to creating application templates, data migration, automating data flows, and building any desired customizations.
- Develop and implement employee training for various applications and office technologies used by ECE.

Operations Support:

- Interface with IT vendors as required.
- Ensuring that new employees are on-boarded in a timely, efficient, and correct manner; including issuing out and ordering of new equipment.
- Training new staff on basic systems, tools, and policies.

OTHER FUNCTIONS:

Other duties as assigned. Including cross training with other IT staff to act as a backup (including for SQL and Other Salesforce Applications).

SKILLS REQUIRED:

- Strong customer service orientation.
- Ability to maintain confidentiality.



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- At least 1 year of Salesforce or similar CRM experience, including supporting customers with diverse requirements.
- You should have excellent communication, collaboration, and customer service skills.
- Excellent project management skills with ability to juggle multiple projects/tasks across various user groups while remaining detail focused.
- Ability to identify and research various solutions to a given problem.
- Must be able to think independently and provide sound judgement regarding user requests.
- Strong oral and written communication skills.
- Excellent teamwork skills– you’ll be collaborating directly with several key stakeholders on the ECE team as well as others across the organization.
- Experience in researching and documenting possible solutions to business needs and clearly explain trade-offs and potential return on investment for different options.
- Ability to take initiative and learn on your own.
- Experience conducting independent research to solve problems.

DESIRED SKILLS AND TRAINING:

- Experience with Salesforce configuration including but not limited to Process Builder, workflows, validation rules, assignment rules for different entities like opportunities, leads, accounts, etc.
- Holding an up-to-date Salesforce Administrator Certification or being willing to complete this training during your first 6 months of employment.
- Ability to build Reports based on business requirements with an underlying understanding of how data works.
- A working knowledge of Data Visualization tools, types, data cleansing, and other related processes.
- Experience administering various applications.
- SQL Programming skills, training, or experience.

EDUCATIONAL AND OTHER REQUIREMENTS:

A Bachelor's degree in a relevant area of study is desired, extensive work in the field in lieu of a degree is welcome. Strong time management skills and a respect for deadlines are required, as is a genuine personal commitment to LIIF and ECE’s mission.



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HOW TO APPLY:

Please apply with Resume and Cover Letter via our recruitment portal:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=cb73ca7c-d700-429b-a6ab-bf50165187ec&ccId=19000101_000001&lang=en_US

Notice to Third Party Recruitment Agencies:

Please note that Low Income Investment Fund does not accept unsolicited resumes from recruiters or employment agencies. In the absence of an executed Recruitment Services Agreement, there will be no obligation to any referral compensation or recruiter fee.

In the event a recruiter or agency submits a resume or candidate without an agreement Low Income Investment Fund shall explicitly reserve the right to pursue and hire those candidate(s) without any financial obligation to the recruiter or agency. Any unsolicited resumes, including those submitted to hiring managers, shall be deemed the property of Low Income Investment Fund.

We do not accept unsolicited phone calls. Only candidates being considered for a position will be contacted.

LIIF, an EOE (Equal Opportunity Employer), believes that diversity ensures excellence. All qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender, or national origin. Candidates of diverse background and with diverse experience are strongly encouraged to apply for this position.