



OUTWARD BOUND
SERVICES GROUP

Position: Platform Manager

Location: Golden, CO

Reports To: Executive Director

FLSA: Exempt

JOB DESCRIPTION

Organizational Overview

Who We Are: Outward Bound (OB) is a non-profit educational organization that serves people of all ages and circumstances through challenging learning expeditions that focus on character development, leadership and service. In the U.S. Outward Bound is a national network of eleven schools and is the leading provider of experiential and outdoor education offering over 1,000 courses throughout the year, across the U.S. and internationally.

Outward Bound helps individuals and teams discover strength of character and an aptitude for leadership needed to serve others in their community and care for the world around them. Outward Bound serves 40,000 students annually, many of whom receive scholarship support and has a nationwide community of more than 1 million people.

The *Outward Bound Services Group* (OBSG) is a member-managed shared services organization. OBSG exists to preserve and grow Outward Bound’s Open Enrollment line of revenue and to build equity in the brand for eight Outward Bound Schools that currently deliver national Open Enrollment (OE) courses.

Position Impact

What We Are Trying To Achieve: This past December OBSG launched the “Open Enrollment Platform”, a new student engagement system. This new system is designed to make the enrollment process easier for prospective students and their families, create efficiencies for Outward Bound, and manage all OE information on one platform to provide a 360 degree view of each customer from lead to student to alum to donor.

The Open Enrollment Platform is built on the force.com platform, connects 9 Salesforce instances and consists of the following components and applications:

- Salesforce.com
- Nonprofit Success Pack
- Console App
- Nintex Workflow Automation
- FormAssembly
- GridBuddy
- Mitel phone integration
- SMS text messaging application

The Position: The role of the Platform Administrator is part system administrator, part business analyst, part solution architect, part internal client service manager (Super User) and part project manager. The Platform Administrator will:

- Support the launch, post-implementation and ongoing maintenance and management of the new OE Platform
- Execute day-to-day system configuration
- Provide guidance, training and support to OBSG and Member School Power User group
- Work closely with OBSG senior leadership and Member Schools to improve upon and support OE business processes
- Influence, maintain and implement the technology roadmap for OBSG



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System Administrator for the OBSG Salesforce Instance

- Maintain overall integrity of the OE Platform system through proactive data quality management
- Monitor performance and troubleshoot issues with 3rd party applications
- Perform daily administration and support including user set up, security model upkeep, data model customization, vendor management, and other configuration enhancement
- Create and maintain documentation on processes, policies, application configuration and user support materials

Business Analyst and Solution Architect

- Generate reports that provide meaningful insight into business performance
- Proactively seek out and identify needed system changes
- Consultant engagement; manage external partner ongoing relationships; effectively act as the liaison between users
- Lead ongoing development and continuous improvement
 - Develop, manage and update post-implementation OE Platform Product Roadmap
 - Make changes as technology and organizational needs evolve
- Analyze complex problems, understand data, provide advice about acting on data, formulate complex solutions, and work with the leadership team on key initiatives
- Support change management activities

Project Manager

- Coordinate the evaluation, scope and completion of new development requests
- Manage 3rd party vendor relationships

Super User – Internal Client Service Manager

- Coordinate and lead internal group of Power Users across OBSG and eight OB Schools ultimately supporting 160+ users
- Gather feedback from Power Users regarding new and current open enrollment initiatives and status of the application
- Promote and Drive User Adoption
- Design, implement and deliver ongoing training
- Communicate future enhancements and system changes to users
- Develop a feedback system for users
- Monitor and measure user adoption

Successful candidates will possess:

- The ability to understand external customer needs and collaborate with internal stakeholders' cross-functionally to serve those needs
- A passion for leveraging technology to solve complex business problems
- The ability to work independently, to work under supervision, and to work in a team-based and goal-oriented environment
- Proven ability to design and implement new processes and facilitate user adoption
- Excellent project management skills and the ability to manage multiple projects simultaneously
- Strong communication skills; Board Level, C-Suite, Peer to Peer, Distributed staff
- A strategic and analytical mind with a creative thought process and mindset

Functions & Responsibilities

Knowledge, Skills & Experience



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Minimum Requirements

- Salesforce.com Administrator certification
- 3 years of experience functioning as a Salesforce.com Administrator
- 5 years in roles requiring business process analysis as a key responsibility
- Exposure to 3rd party applications and technologies that integrate and work with Salesforce.com
- Strong understanding of Salesforce.com and NPSP best practices and functionality

Education & Certifications

- Bachelor's degree required
- Salesforce.com Administrator certification required
- Salesforce App Builder and Architect certifications preferred

Compensation

- Full time benefit eligible position; benefits include medical, dental, vision and paid vacation and sick time
- Competitive starting annual salary
- Annual Employee Bonus Plan
- Opportunities for professional development and training
- Outward Bound course tuition benefit

To Apply

- Interested applicants should submit a cover letter and resume by April 30th to Peter Steinhauser at psteinhauser@outwardbound.org