Terms of Reference
Salesforce Administration Consultant

A. Opportunity Overview

Title: Salesforce Administration Consultant
Type of contract: Short Term Service Agreement
Location: Virtual
Duration: 5-10 hours per week August 14, 2023-February 15, 2024 with the possibility of extension
Reports to: EFE-Global Director of Strategy & Learning
Overview: EFE-Global seeks a Salesforce Administration Consultant to develop Salesforce features built within NPSP to meet the needs of the Education For Employment Network

B. Background

Education For Employment (EFE) is the leading nonprofit that trains youth and links them to jobs across the Middle East and North Africa (MENA). This pivotal region is the hardest place on earth for youth to get their first job – they are three times more likely to be unemployed than older adults. EFE believes in the positive power of youth in MENA. We are confident that youth can transform the trajectory of the region if we give them the chance. So, we built a network operating in nine countries across the region to bring this vision to life. Through the EFE Network, we match businesses that need qualified employees with young women and men seeking a job, whom we train with skills to succeed on the job and in life. Our mission is simple: to create economic opportunities for unemployed youth in MENA so that they can create a brighter future for themselves, their families and their communities. Through locally run affiliate organizations in Egypt, Jordan, Morocco, Palestine, Saudi Arabia, Tunisia, and Yemen, and global support hubs in the United States, Europe, and United Arab Emirates (UAE), EFE has connected more than 160,000 youth to the world of work, 58% of whom have been women.

C. Overview of Assignment

Under the guidance of the Director of Strategy and Learning, the consultant will develop new features within the Salesforce Nonprofit Success Pack (NPSP) environment and conduct ongoing system maintenance to support EFE operations in North America, Europe, and the MENA region. The consultant will work closely with the EFE-Global Organizational Learning team in order to agree on the scope and technical specifications for each feature. Examples of possible features include tracking features for mentorship programming and training of trainer initiatives. Work will included ensuring adherence to data privacy standards and Salesforce platform security.

The intended outcome of this engagement is to build upon EFE’s efforts to customize Salesforce for student management in order to expand EFE’s use of the system for additional areas of operation.

D. Approach

The consultant is expected to:

- Work in close consultation with the EFE-Global Director of Strategy & Learning through virtual meetings
- Complete work remotely and submit deliverables electronically
• Collaborate with EFE’s Organizational Learning Department to ensure effective implementation and rollout of new features
• Provide recommendations on the design and implementation of new features in Salesforce

E. Expected Deliverables
• A monthly planning document outlining the development process for all agreed-upon features, and timeline for completion;
• Development of all proposed features within the sandbox environment;
• Delivery of final, tested features within the production environment.

F. Duration
The duration of the engagement will be from August 14, 2023-February 15, 2024, including up to 260 hours of effort.

G. Required Skills, Competencies, and Experience
• Certification in Salesforce Administration
• Experience with NPSP
• Experience using Dataloader.io, flows, and other advanced Salesforce features
• 2 years of experience customizing Salesforce NPSP environments for nonprofits or completion of a Salesforce apprenticeship program
• Experience with Salesforce app exchange packages
• Knowledge of API integration platforms, including FormAssembly
• Ability to conceptualize, plan, and execute innovative ideas
• Ability to effectively communicate in a virtual environment to ensure smooth collaboration and delivery of new features to system users
• Meets deadlines and manages time efficiently
• Knowledge of Salesforce Account Engagement (Pardot) a plus

H. Copyright and Ownership
EFE will have sole ownership over any Intellectual Property developed for or derived from the engagement with the consultant. Any material provided to the consultant will remain the property of EFE.

I. Application Procedure
Interested applicants must submit the following documents in English or the application will not be considered:
• Curriculum Vitae or Resume demonstrating related experience
• Maximum 3-page proposal outlining previous Salesforce administration and feature development experience, how the consultant proposes engaging in the work, and a financial proposal in US Dollars, including hourly rate and any other expenses.

All requested materials should be sent no later than July 12, 2023. Please submit all materials by emailing employment@efe.org with “Salesforce Administration Consultant” in the subject line.