

Job Title	CRM Database Associate (Salesforce)	Job ID:	29914
Location:	Bangkok, Thailand	Salary Grade:	G6
Contract Type:	Temporary Appointment	Duration:	1 year

1. Background Information

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. UNHCR strives to ensure that everyone has the right to seek asylum and find safe refuge in another State, with the option to eventually return home, integrate or resettle.

As part of the UNHCR Business Transformation Programme (BTP), UNHCR has adopted Salesforce as the platform for CRM implementation of fundraising and engagement and management systems. This is building upon existing development of the Salesforce unicorn managed package developed by PSP to create an integrated engagement and relationship management tool across the organization, and thus requires strengthening of the Salesforce global team in DES to support and service the initiative, platform, current and future roll-outs.

The CRM Database Associate (Salesforce) is a specialized position in the Digital Engagement Section, PSP, DER and is responsible in being the first line of support to all Salesforce users across UNHCR, including acting as the day to day Salesforce administrator, taking care of user creation, implementing small changes, working closely with the roll-out and Salesforce unicorn product teams by supporting package upgrades and testing. The incumbent is also responsible for managing customer support by keeping an overview of incoming support tickets and directing tickets to responsible teams for resolution.

1. Duties and Responsibilities

Salesforce Admin

- Day to day Salesforce administrator
- Responsible for user management
- Implements changes
- Works closely with the roll-out team and package product owner
- Supports with package upgrades and testing

Customer support

- First line support provided to Salesforce users globally, maintaining a support log ticketing system and resolutions database to provide solutions to users experiencing any difficulties with the system or requesting assistance and if necessary escalating issues up to the rest of the team and/or to Salesforce support.
- Manages support tickets
- Directs support tickets to responsible teams
- Resolves tickets
- Regular data maintenance tasks (using Dataloader tools for example)
- Database administration tasks
- Basic Configuration of Database
- Provide Trainings
- Documentation
- Salesforce projects implementation
- Admin tasks supporting Salesforce team

2. Essential Minimum Qualifications and Professional Experience Required

- Completion of secondary education or equivalent technical or commercial school with certificate/training in a Business or IT-related subject
- University Degree in IT, Commerce, Business Administration or Public Administration.
- Excellent people skills
- At least five years proven experience in working with CRM databases. Work experience with Salesforce is strongly preferred as is any experience with fundraising and not-for-profit operations
- Salesforce certification a plus
- Strong computer skills essential

3. Desirable competencies

- Exposure to management and change initiatives in an international, decentralized and/or multinational environment, with specific experience implementing at least one CRM or ERP solution.
- Practical experience with process mapping programmes.
- Ability to analyse problems in general and think creatively to propose appropriate solutions
- Commitment to live up to high ethical and professional standards. An outgoing personality and a team player with a service-oriented attitude.
- Good knowledge of UNHCR programmes, policies and activities.

4. Language

- Fluency in English

5. Location

- The role will be based in Bangkok

6. Travel

- Some international and regional travel may be required.

Additional Information

Please submit your **letter of motivation, signed Personal History Form by e-mail-mail clearly stating the position title, Job ID and your Last Name in the subject line to RBAPHR@UNHCR.ORG by the closing date.**

The Personal History Form and its supplementary sheet can be downloaded from:

https://www.unhcr.or.th/sites/default/files/u11/P11_UNHCR.docm and
https://www.unhcr.or.th/sites/default/files/u11/P11SUP_UNHCR.docm

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

Closing Date

Closing Date: Tuesday, 05 October 2021