



# Salesforce ERP Administrator (Financial Force)

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**Starting Date:** ASAP

**Contract type:** 1 year with possibility to extend

**Salary:** INR 1,830,000 (India) or PKR 2,972,800 (Pakistan)

**Location:** India (remote) or Lahore, Pakistan (hybrid)

**Application closing date:** 23.10.2022

(Please note we will be reviewing applications as they are received. Interviews may be held before the application closing date, so early application is recommended)

## Background

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. Through our network of field-level partners we have trained over 2.5 million farmers - from the smallest to the largest - in 23 countries in more sustainable farming practices. A quarter of the world's cotton is now grown under the Better Cotton Standard. We have united the industry's stakeholders behind our efforts, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

## About this role

Better Cotton has invested in an integrated ERP system which links our CRM system, Salesforce, to our accounting system, Financial Force. We require an experienced individual who has worked with a complex ERP system, preferably within the Salesforce ecosystem. We wish to increase the return on investment in our ERP to bring further organisational efficiency whilst ensuring that the data in the system is well managed and secure.

Our ERP is integrated with other IT systems to invoice and collect credit card payments. We wish to further automate our systems and offer our members and other stakeholders the ability to access their financial information via a web-based portal. This role will work with project managers from our Finance and Operations team to deliver meaningful change, coordinate external technology partners, maintain the functional specification documentation, and support the platform to ensure continuous service levels.

In terms of projects, we aim to improve payment collection efficiency, safeguard our financial data whilst using it to make better organisational decisions for investment. A good understanding of accounting approaches and terminology is required, with experience in building technology-based solutions for financial processes a must.

The role will report to the Senior Salesforce Product Coordinator within the IT and Data team. This position will partner with the Project Managers in the Finance Team as key stakeholders.

## Responsibilities

### Project Delivery

1. Understand Finance processes, working with them to develop workflows and identify potential solutions.
2. Collaborate with Finance project managers on technical delivery of finance projects within our ERP system, Financial Force (FF). These projects will deliver streamlined and automated processes to create organisation efficiencies.
3. Support with the development, documentation, and management of crucial ERP processes.
4. Make recommendations to Finance Team for continuous improvement of system architecture.
5. Work with Finance and IT teams to ensure ERP improvements are delivered in accordance with Better Cotton's digital transformation blueprint.

### Technology Support

6. Responsible for administrative tasks on the FF platform including user and data management, and actionable analytics for the Finance team.
7. Proactive platform monitoring with a view to identifying potential or current issues and taking immediate remedial action.
8. Assist Finance staff by providing user support in tool adoption, troubleshooting, training, and configuration optimisation.
9. Work closely with the Senior Salesforce Product Coordinator to ensure that FF optimally coexists with other Salesforce tools, maintaining ongoing availability to end users especially during rollout of change initiatives to the organisation.

### Technology Partner Coordination

10. Coordinate the relationship with our technology delivery partners, including Financial Force, monitoring license utilisation, profiles, costs, product updates and releases.

### Risk Management

11. Support with risk management by applying security controls, monitoring and other risk reduction activities.
12. Maintain an up-to-date awareness of risks to the smooth operations of FF, proactively anticipating, communicating, and addressing any threats as early as possible.
13. Lead on the governance of the FF system by implementing rules and processes that improve the security and management of the system and users, in accordance with organisational digital governance process.

## Profile

The selected candidate will have the following skills, knowledge, and experience:

Skills, Knowledge and Experience
<i>Essential</i>

<ul style="list-style-type: none"> <li>• Salesforce experience and certification, within a finance context</li> </ul>
<ul style="list-style-type: none"> <li>• Advanced computer skills and IT literacy</li> </ul>
<ul style="list-style-type: none"> <li>• Experience in documenting complex systems and system integrations in a clear that is easy to understand by a non-IT expert.</li> </ul>
<ul style="list-style-type: none"> <li>• A good understanding of accounting and financial processes.</li> </ul>
<ul style="list-style-type: none"> <li>• Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude</li> </ul>
<ul style="list-style-type: none"> <li>• Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely</li> </ul>
<b><i>Desirable</i></b>
<ul style="list-style-type: none"> <li>• Experience with FinancialForce, Form Assembly</li> </ul>
<ul style="list-style-type: none"> <li>• Experience in providing IT troubleshooting support to a Global Finance team.</li> </ul>
<ul style="list-style-type: none"> <li>• Experience in coaching and/or supporting staff</li> </ul>

## Working arrangements

The position is full-time (40 hours per week) and will be based in India (remote) or Pakistan (hybrid). Better Cotton offers flexible working, with core hours being 10am – 4pm.

Travel to Europe will occasionally be required.

## Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (2 pages maximum) to Better Cotton by applying [via this link](#).

**Application deadline: 23.10.2022**

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted.

Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.

Better Cotton has a zero tolerance approach to any attitudes or behaviours that put children or adults at risk of harm. Safeguarding incidents are acts of serious misconduct and are grounds for disciplinary action, up to and including, dismissal and referral to relevant authorities for criminal prosecution.