



Future Leaders Job Description

Job title:	Business Systems Analyst
Date:	January 2010
Reporting to:	COO
Direct reports:	N/a
Main contacts:	Internal – All FL staff External – Salesforce provider
Major objectives:	To gather requirements, design and oversee implementation of certain business processes To work on customisation and data quality and support the implementation of Salesforce.com, and serve as the primary point of contact for departments who require maintenance, configuration, reporting and training

Responsibilities:

Key job responsibilities

- Gather requirements, scope and cost possible system solutions
- Clarify and document business processes
- Manage the Salesforce.com CRM application. Responsible for maintaining the functional areas of data management, account, contacts, leads, campaigns, opportunities, and organisational custom objects as well as dashboards and reports
- Manage security profiles and access rights for users. Add, delete and modify users as employees are hired, transferred or leave the organization.
- Configure custom reports and dashboards.
- Create, edit or delete custom fields and custom objects.
- Create Workflow Rules to improve business processes.
- Create and update custom page layouts and record types.

- Communicate to user groups and training where appropriate.
- Participate in the integration process of the CRM system with other enterprise systems.
- Participate in Salesforce.com customisation projects and enhancements. Execute projects to enhance and rollout new functionality.
- Audit, uncover and resolve data integrity issues.
- Act as the single point of contact for questions from the user group.
- Assist with bulk imports
- Liaise with external Salesforce providers

Customer service

- To develop friendly, positive and supportive relationships with external and internal customers, and to provide them with excellent service.
- To learn actively from customer feedback, comments and suggestions, including complaints, to review and improve existing processes, and by doing so to anticipate other customer's needs. To communicate this knowledge to relevant colleagues.
- To meet and exceed team's customer service standards.
- To understand situations from the customers' perspective so that appropriate and relevant solutions can be identified.

Corporate Social Responsibility

- To apply the principles of CSR in your day-to-day role

General

- To uphold and demonstrate the key values, behaviours and competencies of Future Leaders (Communication, Future Shaping, Teamworking, Leadership and development, Quality Customer Services and Integrity).
- To carry out any other duties as may reasonably be requested by the line manager.
- To work in such a way as to minimise the risks to Information Technology and Data Protection, i.e. safely, securely and confidentially.
- To have regard for own actions and those of others in the interests of health and safety.

This job description does not form part of your contract of employment. You may be required by the Company to undertake any duties within your skills and capabilities which the Company reasonably considers necessary to meet business needs.