



**Job Title:** Salesforce & Data Systems Manager

**FLSA Status:** Exempt

**Department:** Operations

**Travel %:** 10% travel is required

**Reports to:** Vice President of Operations

**Direct Reports:** Consultants as needed

## EXECUTIVE SUMMARY

Established in 1988, **The Tow Foundation** is a family foundation committed to promoting access to opportunities so that all individuals and communities can thrive. Grounded in its work in Connecticut and New York, the Foundation supports nonprofit organizations and leaders to find and enact innovative solutions to persistent inequality that will result in transformative and lasting progress. To accomplish its goals, the Foundation and its staff of 15 will disperse approximately \$50MM in grants in 2025 to fund efforts across its five impact areas: Equity and Justice, Medicine and Public Health, Arts and Culture, Higher Education, and Civic Engagement.

The Salesforce & Data Systems Manager is a key member of the operations team responsible for the administration, optimization, and ongoing improvement of The Tow Foundation's Salesforce ecosystem and related systems. Salesforce serves as the Foundation's central hub for grants management, relationship management, and organizational reporting. This role also supports the Foundation's long-term data and systems strategy, ensuring our systems and processes can evolve with new technologies and strengthen collaboration and learning across the organization.

Reporting to the Vice President of Operations, the manager combines hands-on Salesforce administration with systems analysis and process improvement to deliver reliable, user-centered tools that enhance collaboration, security, and data integrity across the Foundation.

This position is ideal for a self-directed professional who enjoys improving systems, thrives on collaboration, and brings both technical expertise and strategic insight to support the Foundation's mission.

## ESSENTIAL FUNCTIONS & RESPONSIBILITIES

The Salesforce Platform & Systems Manager is entrusted with the following responsibilities:

### **Salesforce Administration and Systems Management (40%)**

- Serve as the primary administrator for the Foundation's Salesforce platform, ensuring reliability, usability, and security
- Configure and maintain Salesforce features including custom objects, fields, workflows, page layouts, permissions, and automations
- Build, test, and deploy system enhancements such as flows, validation rules, and record-triggered automation
- Respond to and resolve helpdesk tickets in a timely and effective manner
- Maintain user roles, profiles, and access settings, ensuring compliance and secure data governance across Salesforce and integrated systems
- Maintain security and data integrity across Salesforce and integrated systems, including permission sets, connected app configurations, and API access

- Partner with the VP of Operations, the finance team, and managed service providers to ensure secure data sharing between Salesforce and key financial systems and connected platforms
- Conduct regular data audits and maintenance activities, maintaining comprehensive documentation of all configurations, workflows, and integrations
- Monitor Salesforce releases and identify enhancements that improve efficiency and user experience

#### **Systems Optimization, Security, and Process Improvement (25%)**

- Analyze business processes related to grants management, finance, and relationship tracking to identify opportunities for automation and streamlining
- Partner with staff across all teams to understand workflows, translate user needs into actionable technical solutions, and ensure systems effectively support the Foundation's mission and goals
- Design, document, and maintain scalable workflows and process guides that align with Foundation policies and priorities
- Lead testing, training, and change management to ensure staff confidently adopt new features and workflows

#### **Project and Stakeholder Collaboration (20%)**

- Collaborate with staff across departments to gather feedback, translate needs into solutions, and refine system functionality to reflect evolving priorities
- Manage small- to medium-scale system improvement projects from discovery through deployment
- Coordinate with the Foundation's IT and Salesforce managed service providers, as well as other external consultants or vendors, to assess technical feasibility, scope and implement projects, and ensure secure, well-documented outcomes
- Contribute to cross-functional discussions on system strategy, data use, and operational efficiency

#### **Data Strategy and Platform Evolution (15%)**

- Assess and plan for the Foundation's future data and systems architecture, ensuring Salesforce and its integrations adapt to organizational needs
- Partner with staff and advise leadership to evaluate and plan for emerging technologies or system improvements that enhance automation, organizational learning, and the secure exchange of data across systems.
- Develop scalable data governance and integration frameworks for the secure, ethical use of Foundation data beyond Salesforce (e.g., analytics or automation environments)
- Manage change initiatives related to new systems, integrations, or data tools, ensuring continuity, adoption, and security

#### **Other related duties as assigned**

### **QUALIFICATIONS**

#### **Required**

Updated: November 2025

- 4–6 years of experience as a Salesforce Administrator or in a related systems management role
- Demonstrated expertise with Salesforce configuration, data management, and security best practices
- Experience supporting or improving grants management, CRM, or similar organizational systems
- Experience with project management and process improvement methodologies
- Strong analytical and problem-solving skills, with attention to detail and follow-through
- Ability to communicate technical information clearly to non-technical audiences
- Commitment to The Tow Foundation’s mission, values, and collaborative culture

#### **Preferred**

- Salesforce Administrator and/or Advanced Administrator certification
- Experience working within a nonprofit or philanthropic organization
- Familiarity with nonprofit Salesforce applications such as NPSP or Nonprofit Cloud
- Experience with integrations involving finance, document, or workflow systems
- Knowledge of data security and privacy principles across integrated systems and cloud applications
- Familiarity with modern data architecture concepts such as APIs and the ability to evaluate and pilot new tools that enhance organizational effectiveness
- Strong understanding of data governance, privacy frameworks, and the ethical use of emerging technologies in mission-driven organizations

#### **SKILLS & ATTRIBUTES**

- Hands-on builder who enjoys creating, testing, and refining systems
- Collaborative partner who listens and responds thoughtfully to staff needs
- Organized and reliable professional who manages multiple priorities with care
- Problem solver who anticipates issues and proposes practical, mission-aligned solutions
- Curious and adaptable systems thinker who builds for today while planning for tomorrow
- Skilled communicator able to translate complex technical change into accessible, mission-aligned language

#### **COMPENSATION, BENEFITS, & WORK LOCATION**

##### **Compensation & Benefits**

The salary for this position is \$110,000 - \$130,000 per year. The Tow Foundation offers a generous benefits package that includes medical, dental, and vision insurance, Flexible Spending Account, and a 403(b) with an employer match. The Foundation also offers its employees generous paid time off, including 10 holidays, 15 days of vacation time, 6 sick days, and 2 additional personal days annually. The Foundation offers half-day Fridays in the summer, and the office is closed annually for the week between Christmas and New Year. In addition, the Foundation offers a tuition reimbursement plan and provides staff with the opportunity to make discretionary grants annually to nonprofits of their choice.

##### **In Person Work Expectations**

This position requires working in-person a minimum of two days per week at the Foundation’s offices in New Canaan, CT. Attendance at additional external in-person Foundation events or meetings is expected, including occasional evenings and weekends.

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## **PHYSICAL & ENVIRONMENTAL REQUIREMENTS**

The majority of this role will require attending meetings, sitting at a desk and working on a computer for prolonged periods. Must be comfortable attending indoor and outdoor events as needed. Able to lift up to 25 pounds on occasion. Travel Approximately 10% travel is required within New York and Connecticut for grantee meetings and sector events, with occasional travel required outside of the region.

## **EEO STATEMENT**

The Tow Foundation is an Equal Opportunity Employer. We do not discriminate based on race, color, religion, sex, national origin, age, disability, genetic information, or any other protected status under applicable laws.

## **ADA ACCOMMODATION STATEMENT**

The Tow Foundation is committed to providing reasonable accommodations to qualified individuals with disabilities. If you require assistance during the application process or employment, please contact [hr@towfoundation.org](mailto:hr@towfoundation.org).

## **DETAILS AND HOW TO APPLY**

This search is being led by Amy Seastrong with Excel Partners. Resumes and inquiries should be emailed to Amy directly at [Aseastrong@excel-partners.com](mailto:Aseastrong@excel-partners.com) or call 203.978.6237.

Applications will be reviewed on a rolling basis until the position is filled.

## **DISCLAIMER**

This job description is not intended to be all-inclusive. The employee may perform other related duties as assigned to meet the ongoing needs of the organization. **It is not intended to create, nor should it be construed as, a contract of employment. Employment with The Tow Foundation is at-will and may be terminated by either party at any time, with or without cause or notice, unless otherwise provided by law.**