



REVENUE SYSTEMS ADMINISTRATOR

At SnapComms, we make internal communications mighty. We're an award-winning, innovative software company which started small and is now taking on the world.

We've developed a suite of powerful internal communication tools to help organizations better inform, engage and inspire their staff. These range from high-impact emergency alerts and scrolling tickers, to screensavers and interactive surveys. Today, our software is used by more than 2.5 million employees in 75 countries.

Our customers are large organizations from every different industry (healthcare, financial services, frontline, education and more) and part of the world (the Americas, UK, Asia and elsewhere).

SnapComms has grown into a successful, fast-growing organization by making people the core of everything we do. We're a diverse and inclusive team with an unbeatable team culture based around collaboration, continuous improvement and a commitment to employee experience. We're future-focused, working closely with customers to deliver the best solutions for their needs – today, tomorrow and beyond.

But the SnapComms story is just beginning. That's where you come in...

We are on the lookout for a friendly, experienced Revenue Systems Administrator with a strong interest in business systems.

This is a challenging yet rewarding role that will certainly test the successful candidate but in doing so will provide exposure to and experience of Sales tools and platforms as applied within some of the world's largest organizations.

This role comes with considerable autonomy and is ideally suited to someone who is sufficiently confident and motivated to make a real impact on SnapComms market aspirations and future success.

RESPONSIBILITIES

- Work within the Revenue/Sales Operations function and team to enable maximum revenue team productivity and efficiency
- Maintain at a minimum the Salesforce.com Administrator Certification
- Encourage effective and efficient use of Salesforce, Gainsight and other systems such as Sales Engagement tools that support the revenue generating functions; including administration, user setup, adoption and system integration
- Manage revenue system releases and system security updates, ensuring users are aware of any changes and ensuring the business fully optimises these upgrades and conforms to any update requirements
- Create visual, data rich reports & dashboards and assist in administering Sales Cloud Einstein for our Sales leadership
- Monitor data integrations/flows to and from Salesforce, such as our Outreach, HubSpot and Gainsight integrations
- Maintain our Salesforce Mobile App, page layouts and configurations
- Understand our Gainsight Rules Engine and create/edit rules if required
- Participate in cross-collaborative activities with Marketing, Sales, Customer Success, Operations and Finance on tasks and projects relating to our revenue systems
- Work with our Marketing team to ensure marketing automation and other activities are accurately reflected across our systems
- Ensure revenue system data is reliable; data hygiene is maintained at a high level, proactively look for missing or bad data fix; complete regular data audits to cleanse bad data and bring any existing data up to standard Page 2 of 2
- Maintain deep understanding of our key revenue systems, Salesforce (+ CPQ and Sales Cloud Einstein), Gainsight, Outreach and HubSpot, their architecture and data structures, creating and maintaining custom formula fields, reports and dashboards, workflows/Flows, custom views, and other content of intermediate complexity and understand associations to our internal processes we apply within these systems. Proactive, regular, self-led web-based training through tools such as Trailhead by Salesforce, Gainsight University, and HubSpot Academy
- Ad-hoc support and administrative activities as require

SKILLS AND EXPERIENCE

- Experience working with a revenue technology stack including automation and integration tools, reporting and analytics
- At minimum, **Salesforce.com Certified Administrator** with an interest in pursuing further certifications
- Must demonstrate great verbal/written communication skills and be willing to operate cross-functionally as well as contribute to one on one and group training sessions as needed
- Creative and analytical thinker with strong problem-solving skills
- Excellent attention to detail
- Proactive; willing to learn; enjoys change (this role is likely to evolve)
- Ability to meet deadlines, handle and prioritise simultaneous requests
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, distinguish user requests from the underlying true needs and subsequently plan, execute, and deliver system solutions



What's in it for you?

SnapComms is an amazing place to work. How amazing you ask? People & Culture are our absolute top priority. We introduce a range of initiatives, host fun events, and provide development opportunities for our people.

With a Breakfast Bar and weekly fresh fruit you'll be well fed. Our location near Takapuna beach will inspire you, with offices full of natural light and a broad sunny deck for lunch or relaxation, you are sure to enjoy. You'll be motivated by celebrating shared successes across the whole company, with regular off-site team-building events.

We firmly believe in work/life balance, so you'll be able to work from home some days, enjoy flexible hours and wear casual attire.

You'll also receive a commute to work incentive and paid volunteering days – as well as doing a job you love in an environment that encourages you to be your best every day.