



Customer Relationship Management Administrator

While the world throws up barriers, Zerv opens access to where you need to go. We connect you to places, technology, and most importantly, other people. And we make it controlled, effortless, and secure. Zerv was founded in 2018, but our driving idea of digitizing the physical world of security and access was born much earlier. The premise is simple: we already have all the tools, technology, and safeguards in place for responsive, empathetic access control. What's missing is a unifying translator to get them all to work together. We made Zerv to fill that gap. Since then, Zerv has been working within multiple industries, including 8 of the 10 largest asset managers in the world, to streamline access control, grow their market penetration, and increase ROI.

By opening doors, we create pathways for people to move forward, from granting access to nurturing career growth to facilitating connections and opportunities. We're rapidly growing our headquarters in Nashville and opening up career paths for talented individuals ready to transform the world.

Zerv is a place where people can be authentic and grow, find meaning and passion in work, and join an exciting company at its beginning.

About the Role:

Zerv is seeking a dynamic individual to become part of our Operations team as a **Customer Relationship Management Administrator**. The CRM Administrator will be involved with new and ongoing enhancement projects associated with our CRM software as well as other ancillary software applications that our employee's interface with. You will have the opportunity to work closely with functional leaders, organizational units, and subject matter experts to identify, develop, and deploy new business processes and ensure that data is organized in a centralized structured manner. The CRM Administrator is responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM platform. A background in business data analysis, coupled with solid interpersonal skills, will benefit the CRM Administrator as they support a range of integrated software applications and educate users on how to use or manage various applications.

Your Core Responsibilities:

- Drive continuous improvement ethos to improve the quality and consistency of CRM data management and use across the organization.
- Support and manage full life-cycle of projects & improvements within our Salesforce CRM from (diagnostic, analysis, design, development, release, business acceptance testing, operation acceptance testing and ongoing support) with full consideration to interdependencies and internal stakeholders.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Pro-actively engage in cross-organizational projects ensuring a coordinated approach to data management and use, timely response to issues and promoting best practice across the organization.

- Work closely with the Director of Systems Administration to implement the long-term strategy & solutions.
- Aid in the development of departmental SOP's (standard operating procedures) ensuring that processes are well maintained with continual development.
- Ensure that best practice guidelines for data management are adhered to.
- Operate within CCPA & GDPR compliance and establish best practice where applicable in both our internal CRM data as well as any potential exposure from client-generated product data.
- Manage the technical administration of the Salesforce platform and relevant integrations including troubleshooting, ensuring technical issues are resolved promptly, system enhancements and system upgrades.
- Architect, design and extend the Salesforce platform in alignment with business requirements, including creation of new fields, values and layout development.
- Coordinate and collaborate with coworkers, internal customers, and other project team members.
- Consult with end-users on system requirements; understand, recommend, and provide technical advice.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Complete regular internal system audits and prepare for upgrades.
- Assist in training of new users, and grow the Salesforce.com skill set across the organization.

You Have:

- Demonstrated that you are an analytical, strategic thinker with a proactive approach to problem-solving.
- The willingness to manage a broad range of tasks in an entrepreneurial environment, work well under pressure, while maintaining a big-picture mentality.
- A desire to work collaboratively to foster a culture of teamwork, with a "roll up your sleeves" attitude
- Polished and professional communication skills, both spoken and written.
- Demonstrated excellent customer service skills and can maintain a positive, professional image
- Confidence working within a shifting, fast-paced environment with strong decision-making capability.
- A positive and warm demeanor with a high energy, driven work ethic and looking for professional development.
- Demonstrated that you are a highly resourceful team-player, while also being extremely effective and successful while working independently.
- 4 years of experience in a Salesforce administration/development capacity, Salesforce certification a plus
- A Bachelor's Degree in Business Analytics preferred
- Experience in data analytics or Sales Administration, Marketing Operations, IT Project Management
- Proficiency in MS Office (primarily Excel)
- The desire to keep current with new developments, master new technologies, and adapt to change

What We Offer You:

Our belief that work does not need to be done in a specific place to be executed successfully. Employees get to choose the work environment where they can be the most effective whether that be remotely in their home office or our physical space in Nashville to collaborate in person with others as needed. We offer a competitive salary, generous benefits, an open PTO policy, and a great group of colleagues and clients!

Zerv welcomes everyone. We value diversity, equity and inclusion and are building a team that represents a variety of backgrounds, perspectives and skills. We believe every member of our team enriches the organization by broadening our ways of problem-solving current and future challenges. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or any other applicable legally protected characteristics.

Check us out at www.zervaccess.com