



Salesforce Administrator (mid-level) - Johannesburg

Who we are

Collective X (TCX) is at the forefront of tackling South Africa's critical shortage of digital skills. As a dynamic not-for-profit organisation, we meaningfully connect the supply and demand of South African digital skills by facilitating the right training, at the right time, for the right price, to impact our future in the right way.

Spearheaded by a team of seasoned professionals with extensive backgrounds in social impact, government, private sector, and programme management and supported by a profiled and experienced board that provides financial and governance oversight, we are on track to inject 10,000 new digital jobs for marginalised young people into the economy.

While still a young organisation, Collective X is very well supported by several philanthropic and business organisations, guaranteeing stability and sustainability over the coming years. With a rapidly expanding network of donor partners and robust support from the business community, senior leaders, and business influencers nationwide, we are experiencing rapid scale and are poised for significant impact.

Join us in our mission to revolutionise South Africa's digital landscape and make a tangible difference in the lives of its people. At The Collective X, you will be part of a cutting-edge organisation in a fast-paced environment, where innovation thrives and meaningful work with impact is at the heart of everything we do.

Purpose of the role

The Salesforce Administrator will be responsible for advanced administration, configuration, and enhancement of our Salesforce platform. This individual will play a key role in optimizing our Sales, Marketing, Service, and Experience Cloud instances, focusing on complex automation, data management, and integration capabilities.





Roles & responsibilities

Platform Administration & Enhancement

Lead the configuration and maintenance of our Salesforce Sales Cloud, Marketing Cloud, and Service Cloud instances, ensuring alignment with business objectives and best practices.

Advanced Configuration

Expertly configure custom objects, fields, and complex Salesforce Flows to automate intricate business processes and improve user experience.

Experience Cloud Management

Administer and optimize Salesforce Experience Cloud (formerly Community Cloud) to facilitate seamless self-service, partner collaboration, or customer engagement portals.

Integrations

Understand and manage existing integrations between Salesforce and other internal/external systems. Assist in the design and implementation of new integration solutions (e.g., REST/SOAP APIs, middleware knowledge).

Data Strategy & Analytics

Develop and implement strategies for data quality, governance, and security. Create advanced reports, dashboards, and custom report types to provide deep data insights and support informed decision-making.

User Support & Training

Provide expert-level support to end-users, diagnose and resolve complex technical issues, and develop comprehensive training programs.

Release Management

Actively manage Salesforce releases, assess impact, communicate changes to stakeholders, and execute testing in sandbox environments.

Collaboration

Work closely with cross-functional teams, including sales, marketing, service, IT, and development teams, to gather requirements, propose solutions, and ensure successful platform evolution.





Documentation:

Maintain comprehensive documentation of Salesforce configurations, processes, and integrations.

**Required
qualifications**

- Salesforce Certified Administrator and at least one of the following: Salesforce Certified Advanced Administrator, Salesforce Certified Platform App Builder, or Salesforce Sales Cloud Consultant/Service Cloud Consultant.
- 4-7 years of hands-on experience as a Salesforce Administrator, demonstrating progressive responsibility.
- Proven expertise in Salesforce Sales Cloud, Marketing Cloud, and Service Cloud administration and configuration.
- Strong confidence and experience in working with custom objects, fields, and complex Flows.
- Demonstrable understanding and experience with Salesforce Experience Cloud.

Applications

Please send your application to nthabiseng@thecollectivex.org by no later than 9th June 2025.

