



BOSTON ATHLETIC ASSOCIATION

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SALESFORCE SOLUTIONS ARCHITECT

ABOUT THE BOSTON ATHLETIC ASSOCIATION

The [Boston Athletic Association](https://www.baa.org) (B.A.A.) is a non-profit organization with a mission to promote a healthy lifestyle through sports, especially running. The B.A.A. is committed to a world where all people can access and benefit from running and an active lifestyle. The B.A.A. advances its mission and vision by organizing mass-participatory running events such as the Boston Marathon, creating or supporting community fitness events, and sponsoring a running club that serves the greater Boston area.

ABOUT THE ROLE

The Salesforce Solutions Architect is responsible for evolving a highly customized Salesforce environment that serves multiple functions across the B.A.A. This role is critical in maintaining the stability of our platform, enhancing it to meet emerging needs, and ensuring that it empowers staff and stakeholders effectively. The Salesforce Solutions Architect is viewed as an expert and leader who contributes to driving a high level of internal efficiency and external constituent satisfaction.

RESPONSIBILITIES

- Maintain a deep understanding of the business at all levels and across departments to discover, analyze and design solutions to improve the user experience and optimize processes.
- Collaborate with users to define requirements and deliverables, and set and handle expectations. Translate business requirements into well-architected solutions that best leverage the Salesforce platform.
- Define, develop and implement Salesforce-native components, third-party applications, analytics tools and data integration methods.
- Effectively manage Salesforce-related projects and their priorities, new feature implementations, and ongoing maintenance of the application ecosystem.
- Lead technical design sessions; architect and document technical solutions aligned with client business objectives; identify gaps between user's current and desired end states.
- Manage all aspects of Salesforce configuration and technical/functional capabilities, including all changes and potential system implications related to general Salesforce releases, and releases planned by third-party tools and integrations in use.

- Perform new release evaluations with business leads to address new functionality roll-out impact to current configurations.
 - Keep abreast of new Salesforce features and functionality and incorporate them into new solution rollouts.
 - Evaluate, design, and oversee the implementation of Agentforce and other AI-driven capabilities and features within the Salesforce platform, ensuring seamless integration and alignment with organizational goals related to AI.
- Collaborate regularly with department leaders and other stakeholders to ensure functionality meets staff and customer needs.
- Maintain familiarity with other IT systems/business application capabilities to make recommendations about potential upstream/downstream integration or functionality intersection points with the Salesforce implementation.
- Architect, design, execute or oversee all solution modifications from simple field name changes to new module implementations, application workflow builds, interface designs, and third-party API integrations.
- Create and modify views, Apex classes, complex Flow-based business logic, data design, Lightning Web Components and Experience Cloud customizations.
- Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing including functional, UI, integration and load-based stress testing.
- Regularly audit data to uncover integrity issues and/or opportunities for process improvement.
- Perform data imports and exports using the API or data integration tools as required.
- Ensure there are updated system documentation and current Salesforce policies/procedures available at all times.
- Develop and maintain naming conventions of objects, views, reports, dashboards, etc. to improve system consistency and usability.
- Maintain and communicate system metrics to track trends in usage and data integrity.
- Ensure the system's scalability and security.
- Groom and refine the Salesforce product backlog in liaison with business partners.
- Act as a release manager, approving configuration and coded items to be deployed across environments.
- Manage and develop the Salesforce Specialist as a direct supervisor. Provide guidance and support, fostering their growth and alignment with the B.A.A.'s mission and technical needs. Oversee their workload, performance, day-to-day responsibilities and development to ensure effective contribution.
- Other duties as assigned.

WHO WE'RE LOOKING FOR

There are innumerable ways to learn, grow and excel professionally. We know people gain skills through a variety of professional, personal, educational, and volunteer experiences. We respect

this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. This said, we are most likely to be interested in your candidacy if you can demonstrate the majority of the qualifications and experiences listed below.

- Minimum 7 years' experience in IT and 5 years' experience in direct Salesforce administration, development and architecture.
- Experience with multiple Salesforce modules including Experience Cloud.
- Hands-on build experience with Apex, Flow Builder and Lightning Web Component creation and modification, and advanced SOQL and SOSL techniques.
- Salesforce advanced Certifications such as Platform Administrator II, Platform Developer II, and the various Architect designations preferred.
- Strong interpersonal skills with ability to establish effective working relationships across all levels of the organization and with diverse groups.
- Exceptional understanding of Salesforce security model including sharing rules, roles, profiles, sharing settings, and validation rules etc.
- Deep knowledge of Salesforce data model/architecture to successfully design and develop reporting and analytics tools.
- Strong oral and written communication skills with ability to communicate technical concepts to non-technical audiences.
- Ability to analyze complex problems and develop appropriate solutions under pressure. Big-picture thinker and in-depth problem solver.
- Ability to conduct research into emerging technologies and IT practices.
- Experience in selecting and implementing packaged software solutions.
- Experience with configuration management.
- Willingness to work non-traditional hours, including weekends and evenings.

WORK EXPECTATIONS AT B.A.A

We are a hands-on team and seek employees who are passionate about our work and service to our community. The Salesforce Solutions Architect is a 40 hours/week, exempt position. The role will require working some weekends and evenings. There will be longer work hours surrounding events. Limited local travel required.

COMPENSATION & BENEFITS

The salary range is competitive and commensurate with lived and professional experience. The target hiring range for the role is \$135,000-\$155,000/year.

In addition, the B.A.A. will promote your professional growth and development by providing access to:

- Competitive health and dental insurance plans
- Life insurance, short term, and long-term disability plans funded 100% by the B.A.A.
- 401(k) matching dollar-for-dollar up to 6% after 6 months of service, elective deferrals may begin upon hire

- An annual allotment of professional development funding (up to \$2,000 per calendar year)
- Paid vacation based on years of service
- Comp. Time available for eligible work
- 11 paid holidays, 9 scheduled and 2 floating

HOW TO APPLY

To apply to this position, please prepare a resume and cover letter to the attention of the B.A.A. Human Resources team and submit your materials to Opportunities Opportunities@baa.org.

The B.A.A. is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.