Salesforce Administrator
Location: New York Metro Area / Hybrid
Status: Full-time, Exempt
Salary Range: $120,000 – $130,000

About Scratch
Scratch is the world's largest creative coding platform for children, with over 150 million users in more than 200 countries and territories. Young people use Scratch to animate stories, design games, and build interactive projects—learning to code while expressing their ideas and collaborating with others.

As we approach our 20th anniversary in 2027, Scratch is entering a new era. We are launching Scratch 4.0, integrating creative AI, and building a new and sustainable operating model for the organization that will include a mix of philanthropic and earned revenue. At a time when artificial intelligence is transforming education, Scratch is defining what creative, human-centered learning can look like. Scratch is more than a platform. It's a global movement. And now, we're seeking a leader to help amplify that story.

Position Summary
We're looking for a strategic and collaborative Salesforce Administrator to lead the management and evolution of our Salesforce platform across the organization. This role will serve as the central hub for data operations that support our membership, licensing, philanthropy, communications, and programs teams. You will be responsible for ensuring that Salesforce is stable and secure, and that it can enable smarter decisions, deeper engagement, and greater impact.

This is a hands-on, systems-facing role that blends technical administration with strategic insight. You'll build custom dashboards, streamline workflows, support internal users, and maintain clean, actionable data across departments. If you enjoy making systems work better for people, and people work better with data, this role is for you. This position reports to the Head of Business Development and will also work closely with the Head of Philanthropic Partnerships.

Key Responsibilities
- Serve as the primary Salesforce administrator for the organization, ensuring the platform is optimized to support multiple teams, including membership, philanthropy, communications, and programmatic partners.

- Customize and maintain CRM architecture that includes Salesforce, Klaviyo, and Shopify architecture (objects, fields, workflows, validation rules) to meet the evolving needs of internal stakeholders.
- Build and maintain dashboards and reports tailored to the strategic needs of each department, enabling data-driven decision-making across the organization.
- Track and manage grant applications, reports, and related communications in Salesforce to ensure timely coordination across teams.
- Coordinate cross-functional data processes and pipelines, ensuring alignment and consistency across teams.
- Ensure data integrity through regular audits, deduplication, and governance practices.
- Support internal teams with user management, training, documentation, and day-to-day troubleshooting.
- Collaborate with leadership on revenue tracking, forecasting, and performance insights.
- Manage integrations with third-party platforms and tools as needed.

Qualifications and Attributes
- 3–5 years of Salesforce administration or data systems experience, preferably in a cross-functional or nonprofit context.
- Demonstrated ability to translate complex data into clear, actionable insights for non-technical stakeholders.
- Advanced proficiency in Salesforce reporting, dashboards, and Excel/Google Sheets.
- Experience managing Salesforce for multiple functional teams (e.g., fundraising, membership, communications, partnerships).
- Salesforce Administrator certification strongly preferred.
- Strong organizational skills and the ability to manage multiple priorities with attention to detail.
- Excellent interpersonal and communication skills, with a service-oriented approach to internal collaboration.
- Familiarity with nonprofit operations, membership systems, or licensing workflows is a plus.

This position pays between $120,000 - $130,000 and is a hybrid position that is based in New York City.

To apply, please visit https://tinyurl.com/scratchcareers.

The Scratch Foundation is an equal opportunity employer. Scratch welcomes people of all ages, races, ethnicities, religions, abilities, sexual orientations, and gender identities. We especially encourage historically marginalized identities to apply.