

## **Job Title: Business Analyst for Salesforce Team**

### **BACKGROUND**

U-turn is a Christian non-profit organisation that was founded in 1997. U-turn assists street people to be rehabilitated and reintegrated into society and also assists other charities to improve their business processes.

Since 2008 U-turn has been developing M&E software for the charitable sector on the Salesforce.com CRM platform. Connect Consulting, a project of U-turn, provides consultancy services to (non-profit) organisations who want to use Salesforce to solve a variety of business needs. Given current expansion, a position is available at U-turn to work within the IT and Salesforce consulting team.

### **Key responsibilities include:**

- Perform business analysis to help organisations define their business processes.
- Work with existing Salesforce consultants in the Connect Consulting team as they provide consultancy to U-turn and other charities to design and configure Salesforce to meet business needs.
- Assist with client data cleansing & uploading into Salesforce.
- Where relevant & authorised to do so, work with external specialist and technical suppliers to solve difficult technical challenges.
- Assist with system testing.
- Apply sound change management procedures in the promotion of software to client live environments as required.
- Assist to arrange and run workshops as required.
- Use learning opportunities offered by U-turn to become a certified Salesforce developer or a certified Salesforce consultant.

### **Essential skills required include:**

- Demonstrable Business Analysis or Business Process Reengineering experience.
- Knowledge and understanding of database architecture, relational databases, tables and reports.
- Good communication skills both written and verbal. Able to work in 1:1 settings as well as communicate with groups (e.g. when running training for clients).
- Marketing skills, People skills.
- Creative problem solving
- Ability to learn quickly
- Advanced Excel skills.

A working knowledge of Salesforce would be beneficial but is not essential, since U-turn will provide training & certification opportunities to candidates that show the necessary aptitude & business analysis skills.

### **The ideal candidate would**

- Be an enthusiastic person who is devoted to South Africa and wants to use his or her technical skills and experience to empower non-profits to achieve their missions.
- Have good technical aptitude and a love for technology.
- Take initiative and be able to work under their own direction.
- Be an analytical problem solver.
- Be patient, persistent and methodical.
- Be able to work accurately at a reasonably fast pace under pressure.
- Have good interpersonal skills.
- Be ethical.

### **NEXT STEPS**

Interested candidates can forward a CV and motivational letter to [annakie@connectconsulting.org.za](mailto:annakie@connectconsulting.org.za)

To find more information about Connect Consulting please visit [www.connectconsulting.org.za](http://www.connectconsulting.org.za)