

SOLUTIONS CONSULTANT

Mogli Technologies delivers impeccable Salesforce implementation services to global non profits, social ventures, foundations and international development organizations. Our systems are easy to use and have robust functionality. Our fantastic client services team has won the loyalty of clients around the world. We are a small, high trust team focused on accelerating a rare and unique niche of high impact organizations.

We're looking for a Solutions Consultant to join our team. In this role you will own the client relationship post-sales, from the time of onboarding where you will guide our clients through the implementation process until the client meets their desired outcome. From day one you will be the trusted advisor and product expert who ensures our clients are receiving the full value of Mogli's implementation services. Your success will be intrinsically linked to both your technical skills and knowledge of where Salesforce ends and the interchange between third party applications with Salesforce begins, and your client-centric communication and project management skills.

What we hold sacred around here:

Trust. We authentically extend trust in our relationships and all that we do. We seek to create a culture where you will thrive, have the autonomy to do your best work and to serve clients the way you have always wanted to.

Hustle. We are a driven group of individuals who are happiest in motion. We take pride in delivering exceptional experiences for our clients and do so without the burden of bureaucracy to slow us down.

Empathy. We listen. I mean, **really** listen to each other and to our clients. We are invested in setting people up to succeed, and when there are challenges, we will stay with you until things have been resolved.

Generous Tenacity. We are driven and results-focused, but towards a higher purpose. Instead of serving our own interests, we are wired to serve others. Drive without purpose and intention isn't our gig.

Some traits we're looking for from you:

- You blend a careful balance of tech savvy, tactful client management and a healthy dose of "do what's right" for a client
- You love to deliver appropriate technology and find your success in our client's success
- You can balance many urgent initiatives and clients and manage numerous clients concurrently in varying stages of a client lifecycle
- You are eager for the opportunity to use both your technical and exceptional client facing skills to drive client success
- You create solutions that are simple and elegant; avoiding custom development where it isn't the best solution for your clients and creates unnecessary complexity

What your day to day looks like:

- Leading, collaborating and/or assisting in designing Salesforce systems for new and existing clients
- Customizing and integrating systems or 3rd party Salesforce applications
- Providing technical services ranging from basic Salesforce configuration to declarative automations (Workflow, Process Builder and Flow)
- Providing client training and ongoing support (including writing documentation)
- Researching and vetting technologies and developers
- Managing implementation and/or software development by external developers
- Owning the onboarding and implementation process for our clients, setting them up for a successful long-term partnership.
- Serving as the clients' project manager; managing client expectations, dependencies, and deliverables throughout the onboarding process to ensure key milestones are met on time and within scope.
- Helping improve clients' product knowledge and offering guidance on best practices to ensure adoption and success.
- Leveraging client feedback to improve the implementation process by collaborating with and across departments
- Providing thoughtful solutions and best practice recommendations to help resolve client challenges
- You will have more than enough thrown at you from clients, but your ability to prioritize and deliver on the highest value items is what will distinguish your performance
- Sometimes you may be assigned quick design-to-automation requests by our Mogli SMS app clients (outside of the services clients you may be managing concurrently)

What you bring to the table:

- You have a minimum of 3 years of software-related project management experience either as a Project Manager or an advanced Salesforce Administrator who has led internal project work
- Minimum of 2 years of experience in a client facing role that involves requirements gathering, training and/or change management; sales engineering or solutions consulting
- You love geeking out with technology
- You are equally able to collaborate and work independently to accomplish company and client goals
- You're open to some domestic and international travel (when it opens again)
- You enjoy learning new things and teaching them to others
- You're constantly looking for ways to be more efficient
- You can see projects from both a big-picture and task-specific point of view
- You have Intermediate to advanced Salesforce Administrator skills ranging from system design to implementation and testing
- You have a curious nature, and can engage stakeholders to quickly define project requirements
- You have a demonstrated ability to resolve issues and maintain strong client relationships
- You have a proven track record of building successful relationships with clients, and one or two of them would even be willing to serve as a reference
- You have a history of retaining and expanding your client's knowledge and use of a platform

Here are some other qualities we really hope you have (but aren't deal-breakers for the right person)...

- Foreign languages fluency
- Experience with Apex, Visualforce, or Javascript
- Experience working with education, nonprofit, and financial services organizations

Salary and Benefits

- \$85-130K, dependent upon experience
- Complete Medical and Dental insurance, fully covered by Mogli
- Time off includes: 15 days PTO, 7 US Public Federal Holidays; option to utilize floating holidays
- Base pay and bonus incentives for attaining Salesforce certifications and productivity milestones set by management

Please submit a cover letter and resume to jobs@mogli.com.