



Salesforce Service Cloud Administrator

Job Purpose

Responsible for designing, developing, and maintaining complex customizations within Salesforce Service Cloud to improve user experience and ensure data integrity. This role involves proactively identifying and implementing system enhancements, providing day-to-day support to users, managing data quality, and deliver training on new features while ensuring seamless integration and functionality across the platform.

Responsibilities

- Design, develop, test, release, and maintain complex workflows rules, validation rules, formulas, custom workflow, process builder, page layouts, custom fields/objects, and other Salesforce Service Cloud customizations
- Improve user experience, solve technical issues, invent creative solutions, ensure data cleanliness and data accuracy across the Salesforce Service Cloud instance
- Understand and monitor the usage of seats in Salesforce, and forecast the needs for the year
- Proactively identify and implement operational improvements, enhancements, and system customizations that meet business requirements
- Support day-to-day use of Salesforce by hundreds of Ubisoft agents
- Work with teams across Ubisoft to identify, document, and communicate business processes as they relate to Salesforce Service Cloud
- Communicate updates, gather requirements, problem solve, and prioritize with Salesforce Service Cloud users
- Perform actions to monitor/ enhance the data quality
- Monitor and help with the users/ roles/ permissions administration
- Monitor the processes performing data sync between Salesforce and other applications
- Train users on system functionality and new Salesforce Service features
- Act as the sole responsible for creating naming convention, fields, and configuration in Salesforce Service Cloud
- Understand and monitor the availability of the platform
- Maintain Advanced Reporting/Dashboards and help users develop or fine-tune reports
- Work as part of the Customer Support product team

Skills and Knowledge

- Extensive experience with Salesforce Service Cloud required
- Expertise with Salesforce Service Cloud Lightning Experience
- Salesforce Certified Administrator or App Builder
- Salesforce Certified Administrator (Advanced Administrator Certification preferred) and/or Platform App Builder Certification
- Knowledge of Salesforce programming languages such as Apex and Visualforce
- Comfortable with complementary tools and add-ins: Apex Data Loader, TaskRay, Gainsight, Service Cloud, Community Cloud, Einstein/Wave Analytics, Pardot, Data.com, Drawloop, etc.

Ubisoft is committed to creating an inclusive work environment that reflects the diversity of our player community. We are an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to their race, ethnicity, religion, gender, sexual orientation, age or disability status.

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