

Position Description

Position Title	Salesforce Developer
Position Number	TWME07
Directorate	Corporate Services
Business Unit/s	Corporate Information Services
Reports to	Senior Salesforce Developer (TOPC01)
Classification	Level 9 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,500 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling’s core values are:



Approachable
We are welcoming, respectful and work collaboratively towards our shared goals.



Responsive
We understand our Community needs and are proactive to achieve positive outcomes.



Transparent
We approach work with integrity and are open in our interactions.



Innovative
We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position reports to the Senior Salesforce Developer.

Business Unit Objective

To lead the delivery and support of the City's technology portfolio.

Position Overview

The Salesforce Developer is responsible for assisting with the support, development, implementation, administration, management and analysis of the City's Salesforce Relationship Management System (RMS) and its integration to/from TechnologyOne ERP (i.e. Property and Rating, Works and Assets, ECM and GIS) providing expertise to ensure effective utilisation across the organisation.

The position will be required to support Corporate Information Systems in identifying and analysing improvements to corporate information, software, business processes, associated workflows and customer service.

Position Objectives

Salesforce Developer

- Translate business requirements into solutions within the Salesforce ecosystem, taking into account data architecture and strategy.
- Develop solutions within the Salesforce platform using configuration, and code solutions where required.
- Participate in discovery workshops with other members of the business to understand business problems.
- Design and implement scalable solutions with minimal technical debt.
- Maintain documentation for system implementation and integration activities and review relevant documentation to ensure alignment.

- Remain informed of the latest advancements of the Salesforce platform and plan for updates that may impact the solution ensuring required impact analysis and sandbox testing.
- Work cross-functionally in an Agile team environment in conjunction with stakeholders from multiple streams of development.
- Act as a subject matter expert on Salesforce-related applications, including in assisting in resolving service requests raised by users, and presenting recommendations on any technical issues relating to the Salesforce ecosystem.
- Collaborate on development and support of integrations between RMS and the TechnologyOne Applications.
- Possess strong management expertise of the Salesforce platform while maintaining security.
- Knowledge on salesforce best practices while coding or configuring.
- Expertise with Devops tool and deployments.
- Proficiency in Integrations.
- Good experience in Service cloud, Experience cloud and managing Community sites

System Administration

- Liaise with software vendors in relation to issues and limitations of the Business Systems and to keep abreast of new system releases;
- Maximise new features of the system for the benefit of the City;
- Improve processes to leverage the new features and upgrades; and
- Assist with administering and managing the day to day operation of the City's Business Systems.

Support Services

- Responsible to assist with the administration and operation of the City's Relationship Management System, including the integration to the City's other Business Information Systems.
- Review, diagnose and investigate requests to resolve issues, and provide support to all internal users and ensure the resolution of ICT issues in a competent and professional manner utilising ITIL principles where practicable;
- Ensure that the root cause of issues are being determined and addressed and escalated to other team members and vendors when required;
- Provide expert advice to staff within the CIS Business Unit, providing alternative courses of action and likely implications;
- Provide specialist services and advice to users relating to the City's Business Systems and Corporate data e.g. Relationship Management System (RMS), property database and asset information;
- Assist with the development and maintenance of help screens, user manuals and other documentation to support the Business Systems;
- Develop and conduct system training to Business Systems users as required; and
- Actively participate in, and contribute to the achievement of the organisation's goals and objectives relating to integrated information systems and business processes.

Project Management:

- Work with the business to develop business cases, project briefs and project implementation plans for system enhancements, process improvements, new modules, release upgrades and ICT projects including providing support for training and acceptance testing; and
- Assist with planning and coordination of project tasks and resources including contractors relating to ICT projects.

System Enhancements

- Contribute to the development, facilitation and implementation of processes to achieve corporate objectives relating to:
 - *Customer Service Information Management & Delivery*
 - *Reporting developments - Strategic, Operational & Performance Reporting;*
 - *Data Quality and Integrity.*
- Provide business analysis services and advice on complex technical matters relating to the Salesforce Relationship Management System
- Liaise with business stakeholders to identify business requirements for system enhancements and determine recommendations;
- Provide expertise, direction and assistance to relevant stakeholders on the implementation system enhancements and new system solutions;
- Develop and document functional requirements for proposed system changes and enhancements;
- Assist in preparation of test plans and coordinate User Acceptance Testing of the application and interfaces to other information systems;
- Perform system analysis, design and implement system solutions for business units to automate their business processes;
- Document solutions and enhancements for future reference;
- Oversee routine data audits to ensure system integrity is maintained; and
- Keep abreast of and monitor emerging trends with the City's systems in similar environments, e.g. Local Government.

Accountability and Extent of Authority

- Accountable for timely completion of project and operational tasks;
- Responsible for implementing system changes and enhancements following stakeholder agreement and sign off; and
- Carry out all duties and responsibilities in accordance with established policies, practices, procedures, guidelines and legislation.

Corporate Responsibilities

- Undertake duties and responsibilities in accordance with corporate Policies, Management Practices and Procedures and demonstrate expected behaviours aligned with the City's Values and Code of Conduct.
- Observe all safe working practices in accordance with relevant Policies, Management Practices and Procedures.
- Contribute to the achievement of corporate objectives by ensuring that stakeholders are responded to in a professional and timely manner.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Undertake duties and responsibilities in accordance with the City's Customer Service Charter
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as reasonably directed.

Selection Criteria

Qualifications/Education Level	
Relevant business/commerce/computer science tertiary qualifications or significant demonstrated relevant experience.	Essential
Relevant Salesforce Certifications in Administration, Architecture or Development	Essential
Knowledge, Skills, Experience & Abilities	
Well-developed oral and written communication skills with the ability to effectively translate technical ideas, concepts and information to a non-technical audience	Essential
Sound knowledge and competence in the creation, maintenance and access to data and information, including the ability to identify, design, extract and report on complex datasets, with a sound understanding of SOQL , SQL and relational data structures.	Essential
Demonstrated problem solving and analytical skills and ability to work independently and proactively	Essential
Ability to establish and maintain effective working relationships with all stakeholders with a strong customer service focus.	Essential
Proficient with declarative tools such as Workflows, Process Builders and Flows	Essential
Very good understanding of Service Cloud and Communities	Essential
Proficient with Apex, Visual Force, Lightning Experience, Lightning components & Lightning Web Component	Essential

3+ Years Salesforce Platform development and support experience	Essential
Experience with the following languages: HTML, CSS, Javascript.	Essential
Experience working with integrations involving REST APIs using integration platforms such as Mulesoft	Essential
Experience working with integrations involving Event-Driven Architectures	Desirable
Demonstrated experience in process review, system administration and support of complex Business Systems within a medium to large organisation.	Essential
Demonstrated experience in formulating and structuring reports and documentation for technical and business clients	Essential
Demonstrated experience supporting and configuring Salesforce	Essential
Experience developing Salesforce Agents and using Einstein for Service will be well regarded	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	1 July 2021	Officer	Business Systems Team Lead
Last reviewed/Modified	Date	April 2025	Officer	Senior Salesforce Developer