

JOB DESCRIPTION

Job Title: Salesforce Developer

FLSA Status: Exempt

Salary Grade: 8

PURPOSE OF POSITION

The purpose of this position is to maintain Salesforce.com (SDFC) features and enhancements and support users in all corporate departments, particularly customer support and marketing and sales.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from director or executive level roles.
- Responsible for supervising and monitoring performance for a regular group of employees or department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended to describe the general nature and level of work being performed and are not to be interpreted as an exhaustive list of responsibilities.

- Perform standard and custom Salesforce.com object configurations, integration, security, email and workflow configurations.
- Manage all new user set-ups and deactivation, including ongoing support requests, administrative needs of users, and maintain custom applications, user profiles, page layouts, roles, and sharing rules.
- Configure and maintain email templates, workflow, and approval process.
- Manage AppExchange installations and other integrations.
- Develop and maintain various automation processes, along with dashboards, custom reports, and list filters.
- Implement new features coupled with business user requirements and functionality specifications.
- Support sales activities and reporting on lead generation, disposition, and conversion. Leads assignment rules, lead scoring, and flow routing.
- Import/export data to and from Salesforce, including running reports, data mapping, and editing records.
- Support market campaigns and marketing surveys.
- Develop and maintain end-user training documentation and provide training to users.
- Analyze data and measure its quality. Investigate gaps and discrepancies and develop related data analysis reports and studies.
- Provide assistance to other functional, technical or helpdesk team members.
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodations will be provided to qualified individuals with disabilities in accordance with applicable laws.



MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's Degree in Information Technology, or a related field.
- A minimum of five (5) years of Salesforce administration with at least 1 year in a support role for no less than fifty (50) users.
- A combination of training, with a minimum of an Associate Degree and/or experience that provides the required knowledge, skills, and abilities may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of the required experience.

Preferred Qualifications

- A Salesforce.com (SFDC) Administrator certification

Knowledge, Skills, and Abilities

Knowledge of:

- Industry best practices.
- Account management and marketing and sales processes.
- Understanding and comfortable with HTML and related web technologies.
- IT helpdesk process and system.
- Various programming languages.
- Algorithms, Data Structures and Design Patterns.
- Basic logical operations.
- Data migration tools.

Skilled in:

- Analysis and problem solving.
- Verbal and written communication.
- Organization and time management.
- Logic building and design.
- Leadership and coordination.

Ability to:

- Interact with business team members and executives.
- Collect requirements and design future programs.
- Interpret and follow technical plans.
- Create and edit necessary data tables.
- Create workflow rules.

PHYSICAL REQUIREMENTS

- Transition between a stationary position at a desk or work location and move about Metrolink facilities or other work site locations
- Operate tools to perform the duties of the position, such as computers, office equipment, and work-related machinery
- Transport equipment or boxes up to 25 lbs
- Exchange ideas by means of communication



- Visual acuity to detect, identify, and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Hear and perceive the nature of sounds when working on or near railroad tracks
- Balance, ascend/descend, climb, kneel, stoop, bend, crouch, or crawl within assigned working conditions and or locations

Working Conditions

Position requires work in a normal office environment with little exposure to excessive noise, dust, or temperature. Work may also be conducted in outdoor environments, at construction sites, Railroad Track and Right-of-Way environments, and warehouse environments, with possible exposure to individuals who are hostile or irate, moving mechanical parts, and loud noises (85+ decibels, such as heavy trucks, construction, etc.)

Southern California Regional Rail Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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