



Junior Salesforce Administrator

Sales Operations, Idox Software Pune, Maharashtra

About the Role

With the success of our specialist salesforce administration team activities based in our Pune office and ambitious growth plans to triple our number of employees in India, we are recruiting for an entry level Salesforce Administrator.

The role of a Junior Salesforce Administrator is to support salesforce & PSA inbox including basic administrative work based on the needs of different users. The post holder will help to resolve data quality issues and assist with data imports and handle all basic administrative functions including user account maintenance, reports, and dashboards.

As an ambassador for Idox, our entry level Salesforce Administrator will be responsible for creating & maintaining salesforce documentation and weekly & monthly administrative tasks performed for both Salesforce & PSA. You will also be monitoring and supporting our Salesforce Support function and assisting with training of both new users and existing users.

Joining Idox as a Salesforce Administrator opens opportunities to develop your skills and experience and work on a broad variety of projects. You'll have a buddy and have access to a mentor from day one and will have a benefits package designed to support your wellbeing, as well as your professional development.

Key Responsibilities :

- Monitoring and supporting support Salesforce Support & PSA inbox including basic administrative work based on the needs of different users.
- Helping to resolve data quality issues and assist with data imports.
- Handle all basic administrative functions including user account maintenance, reports and dashboards.
- Maintaining, enhancing, and creating flows
- Assist in training of both new users and existing users.
- Creating & maintaining salesforce documentation
- Weekly and monthly administrative tasks performed for both Salesforce & PSA
- Administrative Support with Analytical tool Clari
- Administrative Support with CPQ tool DealHub

To be successful, you'll need to bring experience with some of the qualities below:

- 6 months – 1 year experience with Salesforce (Lightning) Sales Cloud

- Minimum 3 months' experience working with flows
- Proficient in other MS office tools
- Experience in using data loader.
- Minimum Salesforce Admin certification
- Trailheads experience with Salesforce
- FinancialForce PSA knowledge
- HubSpot experience
- Clari experience

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America, and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers, and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion, or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to Apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure

Check. This is to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>