

Admin Skills and Nonprofit Salesforce Teams

SFDO Community Sprint - October 2021



Meet Your Project Leadership Team



Rachel Ciprotti
Client Success Manager
Craftsman Technology Group

<https://www.linkedin.com/in/rachelciprotti/>
<https://twitter.com/RCiprotti>



Mark Jones
Salesforce Consultant
Cloud Galacticos

<https://linkedin.com/in/thisismarkjones>
<https://twitter.com/thisismarkjones>



Icebreaker

What's Your Admin Superhero Name?



Birth Month

January - Awesome
February - Magnificent
March - Wise
April - Majestic
May - Wonderful
June - Determined
July - Creative
August - Expert
September - Resourceful
October - Unbelievable
November - Mighty
December - Bold

Favorite Color

Red - Automator
Orange - Builder
Yellow - Flownatic
Green - Go-getter
Blue - Learner
Purple - Thinker
Pink - Problem Solver
Brown - Communicator
Black - Innovator
White - Customizer
Grey - Salesforce Keeper
Gold - Trailblazer

The Problem

There are many critical skills that Nonprofit Admins need to be successful beyond the knowledge required to get Certifications.

It can be overwhelming for Admins to know where to start.

The Solution

- Support Nonprofit Salesforce Admins + their supervisors in forming strong Salesforce teams.
- Generate and collate best practice documentation on technical and soft skills related to this role and store it centrally in a free and accessible location for all.

About the Group

The Admin Skills for Nonprofit Salesforce Teams group exists to develop and provide best practice guidance and documentation for Nonprofit Salesforce Administrators working in small to medium sized Nonprofit organisations.

Our aim is to create a library of resources that are freely accessible to the Nonprofit Salesforce community. Currently we have two documents being drafted up.

Project Timeline

**2019 &
2020
Sprints**

Project established and initial skills document created.

**Feb
2021
Sprint**

Continued work on Nonprofit Admin Guide to Soft Skills and Best Practices.

**June
2021
Sprints**

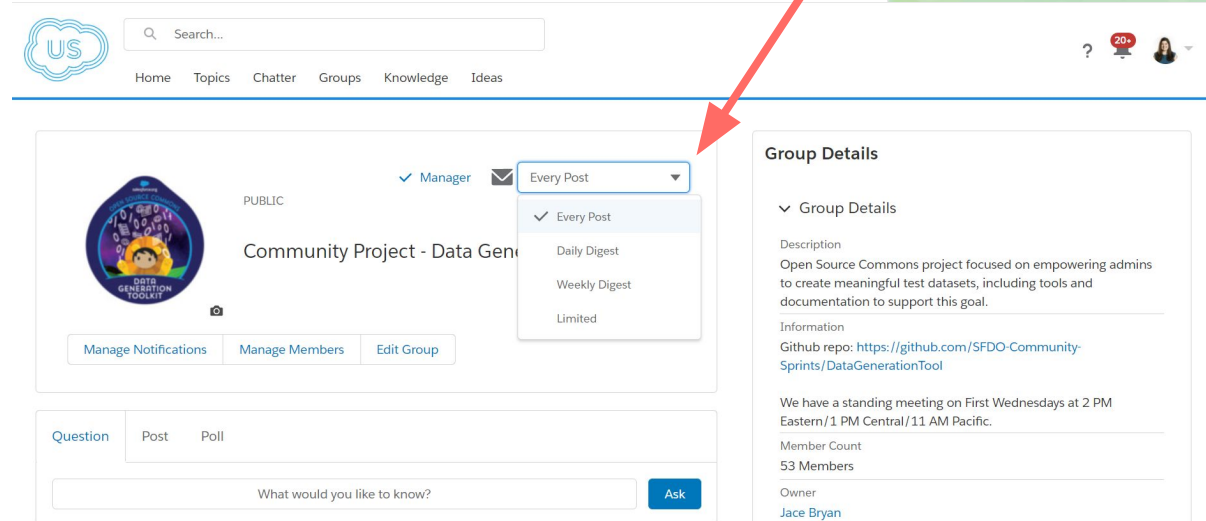
Continued work on Nonprofit Admin Guide to Soft Skills and Best Practices.
Began working on doc for Skills Development for Managers.

**Now &
Beyond
2021**

We have lots of work to do together!

Join us in the Power of Us Hub and turn group notifications “on”

<https://powerofus.force.com/s/group/0F91E000000brOySAI/sprint-project-admin-skillsroles>



The screenshot displays the Power of Us Hub interface. At the top, there is a search bar and navigation links: Home, Topics, Chatter, Groups, Knowledge, and Ideas. The main content area shows the 'Community Project - Data Generation Tool Kit' group, which is public and managed by a user named 'Manager'. A red arrow points to the notification settings dropdown menu, which is currently set to 'Every Post'. The dropdown menu options are: Every Post (selected), Daily Digest, Weekly Digest, and Limited. Below the group name, there are buttons for 'Manage Notifications', 'Manage Members', and 'Edit Group'. On the right side, the 'Group Details' section provides information about the group, including a description, a link to the GitHub repository, and meeting details.

US

Search...

Home Topics Chatter Groups Knowledge Ideas

Manager

Every Post

Every Post

Daily Digest

Weekly Digest

Limited

Manage Notifications Manage Members Edit Group

Question Post Poll

What would you like to know?

Ask

Group Details

Group Details

Description

Open Source Commons project focused on empowering admins to create meaningful test datasets, including tools and documentation to support this goal.

Information

GitHub repo: <https://github.com/SFDO-Community-Sprints/DataGenerationTool>

We have a standing meeting on First Wednesdays at 2 PM Eastern/1 PM Central/11 AM Pacific.

Member Count

53 Members

Owner

Jace Bryan



An Updated Vision for the Admin Skills Group

Admins Solve Real World Business Problems



Andrea
Tarrell

Justice
Sikakane

Zarina
Varley Scott

Support Users

Manage Data

Maintain Security Standards

Deliver Actionable Analytics



Business Skills + Technology Skills = Admin Success



DEFINE

Admin Success

AMPLIFY

Admin Success

EMPOWER

Admin Success



The future of
ADMIN SUCCESS



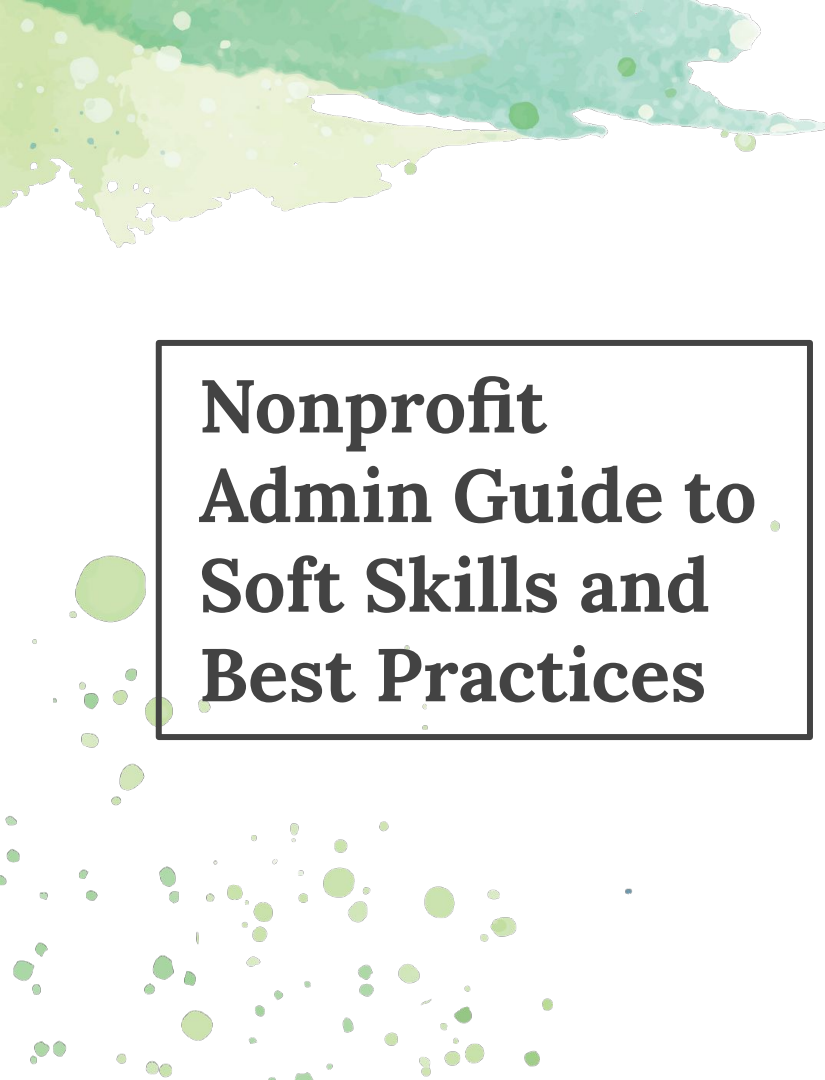


Tasks at this Sprint

We have 5 subgroups that are available to work in for this Sprint:

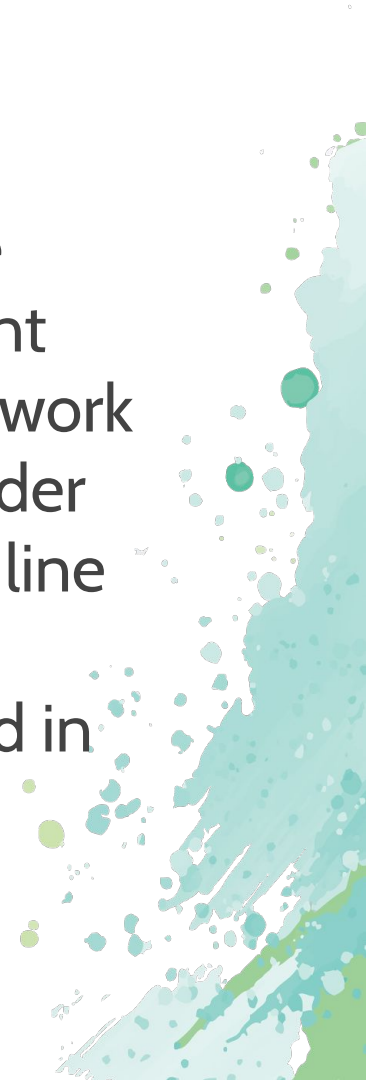
- Admin Guide to Soft Skills and Best Practices
- Document Destination Planning
- Idea Generation for Admin Skills Group
- Skills Development Document
- Template Job Descriptions


We need a list of who is working in each group for reference in our Github repro. I will do my best to keep the lists up-to-date for this.



Nonprofit Admin Guide to Soft Skills and Best Practices

In this group we will be reviewing the document and determining what work needs to be done in order to bring the content in line with the core Admin responsibilities outlined in the Admin Keynote at Dreamforce '21.






Document Destination Planning

The idea for this group is to map out thoughts on how best to get the content that the group creates over the coming months and years.

With this being an OSC programme the ultimate destination for all of the documentation we write should ideally be free.






Idea Generation for Admin Skills Documentation

The idea for this group is to come up with ideas for further documentation we can map out in future Sprints. Feel free to share your thoughts and ideas for content we can produce to help out the Nonprofit Admin Community.



Skills Development Document


In this group the task would be to look over the doc that was created and drafted at the EMEA Sprint in June. The aim for this group would be to evaluate the doc in its current form and to make comment on changes that should be made. Maybe the group could also make additions to the document to help get it to a place where it could possibly be published.





Template Job Descriptions

This group would begin by planning how we could draft up template job descriptions for Admin roles in the Nonprofit sector. If time permits we could also begin drafting template job descriptions.





Accessing the Various Docs

If you need access to any of the documents that are being worked on at this Sprint, please let me (Mark Jones) know. All of the docs are hosted in Google Drive, so we will need your email address to allow access to the doc you're working on to be shared.

To request access feel free to DM me in Slack, comment on the Admin Skills thread or email me at mark.jones@hey.com.

HAPPY SPRINTING!!!

Don't forget to take a screenshot of Sprinty if you see him.



Any Questions?