Salesforce Administrator

Description

Excel Nearshore is seeking a **Salesforce Administrator** to join the Sales Enablement team of a leading U.S.-based digital marketing and online solutions company. In this role, you will collaborate with stakeholders to define system requirements and implement solutions that support business operations in the client's Legal vertical. You will be responsible for the configuration and implementation of workflows and custom structures for a variety of use cases, setup and monitor information flow throughout, and train users on the processes and new features. Other responsibilities include documenting tasks and action items as well as scheduling to ensure both implementation and support items stay on task. Additionally, you will liaise with the Legal Salesforce development team ensuring all implementations follow best practice guidelines.

This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- All aspects of user and license management including new user setup/ deactivation, roles, profiles, permissions, public groups.
- Provide support for channel users, troubleshoot issues, and act as a liaison between our users, vendors, and technology teams to coordinate resolutions.
- Conduct or coordinate mass data uploads and clean-ups on an as needed basis, in coordination with various data sources.
- Support user training and creating training materials.
- Manage the alignment of code and content in various sub instances supporting QA, UAT, etc.
- Plan for upgrades, seasonal releases and long-term projects.

Qualifications

- Excellent project management skills and a positive attitude.
- Demonstrated ability to meet deadlines, and handle and prioritize simultaneous requests.
- Ability to assess the impact of new requirements on existing CRM functionality and other integrated systems.
- Enforce data security measures, including user access controls, data sharing rules, and field-level security.
- A desire to implement best practice solutions.
- Strong data management abilities, with data maintenance tool experience – Data Loader, ZoomInfo.
- Excellent relationship-building skills and ability to liaise with stakeholders at all levels.
- Gathering requirements and proposing technical solutions.
- Understanding of Salesforce sharing and security (roles, profiles, permissions, OWD, sharing rules).
- Experience implementing Salesforce configuration changes including (but not limited to): Flows, Workflow, Process Builder, fields, page layouts,

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
LegalTech

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
October 3, 2025

record types, custom settings, dashboards and reports.

Experience required:

- Salesforce product knowledge and 3 years hands-on administration experience with Salesforce.
- Certified Salesforce Administrator (Preferred)
- Bachelor's/ Postgraduate degree, or professional qualification.
- Prior experience working with YouTrack, JIRA, or other ticketing systems.
- Prior experience as an application administrator.

Contacts
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