Let your career SOAR with Wildlife Rescue!

Are you interested in being part of a PURPOSE-DRIVEN team with a passion for animals and wildlife?
Do you want to join a fast-growing organization making a big impact in BC?

We are looking for a Data Systems Specialist-Salesforce Business Analyst to join our team.

Wildlife Rescue values work-life balance; We offer numerous values-driven employee perks and benefits to support our employees in being their best selves both in and out of the workplace.

Position Profile:
The Data Systems Specialist plays a crucial role in aligning Wildlife Rescue's Salesforce CRM with operational goals and functions. The Specialist ensures that end users have all systems and processes in place to meet the needs of the organization, and that data can be effectively used to drive business operations, programs, and fundraising practices. The role requires Sales Force CRM technical knowledge, data systems and project management expertise, with an understanding of business processes.

Position Type: Full-time (40 hrs/week), permanent

Compensation: $47,840 - $52,000 annually

Who YOU are:
You are a proactive, solutions-oriented professional with deep expertise in Salesforce programming, administration, data governance, and cross-functional collaboration. You thrive at the intersection of technology and strategy, translating complex business needs into efficient, scalable system solutions. With a strong commitment to user empowerment and data integrity, you bring clarity, consistency, and innovation to every stage of system development and support.

Who WE are:
Established in 1979, Wildlife Rescue Association of BC is a leader in the rehabilitation of wild animals and is committed to educating the public on how to coexist peacefully with wildlife. Located in Burnaby, BC, we are western Canada's busiest wildlife rehabilitation centre, with over 5,000 animal patients admitted each year.

Employee Perks and Benefits:
- Professional development funding and opportunities
- Room for career growth
- 3 weeks paid vacation to start
- A competitive extended medical and dental benefits plan, which includes:
    - Teladoc medical services
    - Employee Life insurance
    - Travel protection outside of Canada
    - Access to a variety of paramedical health services including counselling, chiropractors, massage therapists and more.

Highlight of Key Responsibilities:

- Drive data system improvements through stakeholder collaboration, structured planning, and data governance initiatives.
- Optimize processes using Salesforce tools, backlog prioritization, and current-state analysis to enable strategic, automated solutions.
- Shape and communicate product vision across departments to align teams and drive strategic development for fundraising and animal care programs.
- Empower data-driven decisions through analysis, testing support, and fostering a culture of best practices and user education across systems.
- Enable strategic system development by understanding business objectives, coordinating diverse inputs, and supporting technical solution design within Salesforce.
- Provide ongoing support to staff and departments by addressing data questions and conducting training and offer guidance through documentation and troubleshooting to reinforce informed planning and meet evolving organizational needs.
- Maintain and enhance Salesforce functionality through administrative tasks, automation, feature rollouts, QA testing, and integration with web development efforts.
- Drive continuous improvement by evaluating new Salesforce features, recommending enhancements, and aligning technical solutions with strategic goals.
- Collaborate cross-functionally with IT, marketing, and leadership to coordinate deliverables, gather insights, and execute mission-driven initiatives.

Key Qualifications & Experience

- Diploma or certification in business analysis, data systems development, or related discipline.
- Salesforce Business Analyst and Salesforce Administrator certification preferred.
- Proven experience working with Salesforce CRM to support business processes, ideally in a nonprofit or mission-driven environment, or/and familiarity with NPSP, Experience Cloud and Account Engagement a plus.
- Experience gathering and translating stakeholder requirements into actionable solutions.
- Proficiency with declarative tools (Flow Builder, Permission Sets).
- Experience coordinating and supporting system improvements, including testing, documentation, and change management.
- Experience managing or collaborating on web projects, including working with developers and translating marketing or stakeholder feedback into technical requirements.
- Strong analytical and problem-solving skills, with the ability to assess business processes and recommend improvements.
- Positive attitude, excellent interpersonal and communication skills, with the ability to facilitate workshops, document processes, and liaise between technical and non-technical teams.
- Project coordination or project management experience.
- Experience working with website design with the ability to support external development.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with relevant software applications.
- Strong time management and organizational skills.
- Ability to work both independently and as part of a team in a fast-paced, dynamic environment.
- OR the right combination of skills and experience – we are looking for the right fit for our team and encourage all interested candidates to apply.

Note:

- All candidates must be willing to submit proof of current tetanus vaccination and to obtain a criminal record check as per policy.
- WRA is an Equal Opportunity Employer committed to Diversity, Equity and Inclusion. If you need assistance or an accommodation, you may contact us at recruitment@wildliferescue.ca.

To Apply

Submit your cover letter and resume together in a single PDF file using our online form.
https://app.smartsheet.com/b/form/0197d25cc6877c96a3f28dc54493c7d0

If you have any questions, please feel free to contact us at recruitment@wildliferescue.ca