Position: Salesforce Product Owner  
Reports To: Sr. Director of Digital Platforms  
FLSA Status: Full-time, Exempt  
Department: Digital Platforms  

Summary:
Colorado Public Radio is looking for a Salesforce Product Owner who will own the Salesforce roadmap. This person will work closely with users, stakeholders and developers, understanding the needs of various departments and enhancing the functionality of Salesforce to meet overall business needs.

Essential Duties and Responsibilities:

- Work with business leaders, key stakeholders and Salesforce users to define product requirements
- Collaborate with the Business and Platform teams to help design solutions to improve platform adoption, ease of use, data integrity, system reliability and scalability
- Engage with Department Leaders and aid them in streamlining and digitizing old business processes, transforming them into new, more efficient/effective processes backed by industry benchmarks and measurable KPIs
- Own the Salesforce product roadmap and champion new features and functionality
  - Curate development backlog, groom and maintain backlog items, and work with the business and technical teams to establish prioritization of deliverables
  - Document changes and communicate with users
  - Facilitate monthly Steering Committee to align departmental needs, while informing stakeholders of progress and blockers
  - Communicate any issues or concerns from users or developers to ensure deliverables solve problems, increase functionality and streamline workflow
- Advocate for holistic use of Salesforce, moving from siloed departmental use to organization-wide solutions
- Analyze the impact of new initiatives on current state and design solutions
- Act as point of contact with Salesforce rep for product inquiries, renewals and modifications to contracts
- Manage CPR’s Salesforce team of 2-4 people

Core Competencies:

- **Change/Adaptability/Flexibility:** Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.
- **Communication:** Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.
- **Results Focus/Initiative:** Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.
**Collaboration:** Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

**Education and Experience Requirements:**

- 3+ years of experience with Salesforce products, especially Nonprofit Success Pack
- Working knowledge of business system processes as it relates to Salesforce and integrated applications and systems.
- Excellent communication, project management, customer management skills
- Excellent analytical and problem solving skills
- Salesforce certifications not required, but a plus
- Experience as a product owner/business analyst/data analyst a plus
- Experience working in a nonprofit, mission-centered organization a plus