



Burford Capital Limited Salesforce Administrator

Burford Capital is the leading global finance and asset management firm focused on law. Its businesses include [litigation finance](#) and [risk management](#), [asset recovery](#) and a wide range of legal finance and advisory activities. Burford is publicly traded on the New York Stock Exchange (NYSE: BUR) and the London Stock Exchange (LSE: BUR), and it works with companies and law firms around the world from its principal offices in New York, London, Chicago, Washington, Singapore and Sydney.

The Firm has created a Salesforce Administrator position who will be responsible for contributing to the overall maintenance, configuration, and day-to-day support of our platform and users. This position plays a vital role in supporting the ongoing growth and development of Burford's most significant technical function.

SUMMARY

The Salesforce Administrator will play a critical role in supporting the development and growth of the firm's most important technology platform. Their expertise will contribute to evolution of the firm's operational business processes. Through exceptional reporting/analysis, troubleshooting, evaluating, resolving issues and proposing custom solutions, this individual will provide high value support across all areas of the business. Therefore, it is imperative that this individual have a deep understanding of Salesforce's capabilities, architecture, and best practices usages.

The Administrator will be a proactive and ambitious team member, willing to lend their knowledge and support, dig in deep and do whatever is needed to accomplish results. They will be a trusted partner within the Salesforce team. This individual will possess the analytic skills and technical know-how to help implement solutions in our technology landscape that will positively impact all aspects of Burford's operations. Given that Burford's business is located at the unique intersection of finance and law, it is an excellent opportunity for a Salesforce specialist seeking an "outside the box" position to enjoy applying their ingenuity and creativity to solving our business challenges via Salesforce.

The role will report to the Salesforce Product Manager, Marissa Calogero and be based in Burford's New York or Chicago office.

www.burfordcapital.com

COMPANY OVERVIEW

Burford Capital is the largest and most experienced provider of commercial finance to the legal sector in the world, with a core expertise in identifying and optimizing the value of legal assets for companies and law firms. Since its founding in 2009, Burford has worked with hundreds of law firms and corporations, including 93 of the AmLaw 100 and 90 of the Global 100 largest law firms. Our team has grown from five people at the end of 2009 to over 140 people today, including over 65 lawyers.

Burford possesses the resources and expertise of a large company while retaining the flexibility and creativity of a startup. Team members are smart, creative, collaborative, curious, and confident. Everyone rolls up their sleeves to perform and engage collectively for the overall success of the business. Burford values rigorous thinking, clear communication, and efficient execution.

Burford pays base salaries consistent with the financial services industry and favors incentive compensation to reward performance. Burford provides competitive health care benefits and a 401k matching program. Burford Capital is committed to increasing diversity and maintaining an inclusive workplace culture. We welcome applications from all qualified candidates regardless of their ethnicity, race, gender, religious beliefs, sexual orientation, age, marital status, whether or not they have a disability.

POSITION REQUIREMENTS

Database Administration

- User set-up and maintenance
- Management of profiles, roles, permissions and access
- Data cleansing, manipulation/transformation, upload/inserts
- Development and refinement of existing design and implementation methodologies
- Evaluation of existing Salesforce implementations and recommendations for problem resolution, enhancement, and tuning
- Deployment and support of the Salesforce tools and third-party integrations.
- Routine monitoring, maintenance, and service tasks including auditing and security functions

Development/Configuration

- Customization/development of objects, fields, record pages, etc.
- Assist with creating and maintaining custom workflows, data relationships, validation rules
- Creation and management of custom reporting/ dashboards within Salesforce as well as preparing ad hoc reports, data analysis whether within the platform or Excel

Support & Training

- Provide support to all users in implementation of Salesforce and related tools for all business purposes, including roll-out of new functionality.
- Troubleshoot user/system incidents and other abnormalities.



- Documentation of system(s) usages, processes, best practices, etc.

SKILLS DESIRED

Qualifications & Experience

- Bachelor's Degree
- 2-4 years of experience working within Salesforce in an administrative capacity (Salesforce Lightning familiarity required)
- Certified Salesforce Administrator highly preferred
- Strong comprehension of standard and custom Salesforce objects and Sales Cloud: Opportunities, Campaigns, Dataloader, Salesforce reporting, Validation Rules, Record types, Page Layouts, etc.
- Experience with Salesforce declarative development (Workflow rules, Process Builder, Flow) plus Some exposure to Salesforce API and custom development
- Familiarity using third-party Apps and Salesforce related tools such as Pardot, Roll-up Helper, E-mail synchronization tools highly preferred
- High proficiency in Excel required (Pivot tables, complex formulas); PowerQuery experience preferred
- Financial Service industry experience a plus

Core Competencies & Skills / Personal Attributes & Fit

- Logical, process-oriented thinker with strong problem-solving abilities and creativity in proposing custom solutions within the Salesforce platform
- Strong analytical skills preferably with experience in reporting and data analysis, or work experience in a quantitative field
- Project Management acumen, including the ability to prioritize and manage multiple projects at the same time in a fast-paced environment
- Proactive self-starter willing and able to jumpstart projects and make things happen
- Strong verbal and written communication
- Ability to work with team members at all levels of the organization