



<https://imperiumhiringsolutions.com/job/senior-salesforce-administrator>

Senior Salesforce Administrator

Description

The position is remote and a full-time hire, with benefits and paid time off. Seeking a highly skilled and experienced Senior Salesforce Administrator.

In this position, you will lead the administration, configuration, and optimization of our Salesforce Service / Sales Cloud platform. This role will serve as a key expert and

strategic partner across departments, ensuring Salesforce is leveraged to its fullest potential to support business goals, improve user experience, and drive operational efficiency.

Responsibilities

- Heavy emphasis and expertise required for all aspects of Case Management, including but not limited to Case Queues, Case Teams, Case Flows, Skills Routing, Case Routing Rules, Escalation Rules, Entitlements/SLAs, Dynamic Case Layouts based on Case Type/SubTypes, etc.
- Serve as the primary system administrator for Salesforce Service Cloud, configuring functionality for large multi-center support teams, and field locations.
- Collaborate with cross-functional teams (Customer Service, Sales, Marketing, IT) to gather requirements and translate them into scalable Salesforce solutions.
- Deep experience with roles, profiles, permission sets, public/private groups, sharing rules, user setup, and data visibility and integrity based on a hierarchical setup, e.g. locations roll up to Area, which roles up to region, which roles up to Division, etc.
- Design, implement, and maintain custom objects, page layouts, workflows/flows, validation rules, process builders, and other automation tools.
- Evaluate and implement AppExchange solutions and integrations with other enterprise systems.
- Experience in developing Salesforce Reports, from basic to complex with multi-object joins, including visibility by appropriate profile, role, etc.
- Experience in setting up and configuring Knowledgebase for streamlined usage within Salesforce for internal users, as well as on the Experience Cloud Portal for our customers, to allow for Self-Service, including Next Best Action recommendations.
- Experience with configuring Home Page Dashboards, for different groups/roles, in a hierarchical approach so the supervisors up the chain automatically see their teams KPI's, as well as their Case Queues.
- Lead Salesforce release management, including testing, documentation, and user training.
- Manage data imports, exports, and data quality initiatives using tools like

Hiring organization
imperiumhiringsolutions

Employment Type
(Remote)

Job Location
United States

Date posted
April 21, 2026

Data Loader and third-party integrations.

- Monitor system performance, conduct regular audits, and ensure platform security and compliance.

Nice to Have:

- Experience with setting up AI Bots / Agentforce for Case Deflection on our Customer Experience Cloud Portal and assistance within Salesforce to help internal users.
- Experience with Call Center CTI Integration with Service Cloud Voice, preferably with Cisco Webex Call Center, or similar call center technology.
- Strong understanding of Salesforce security, sharing rules, and data architecture.
- Advanced degree or equivalent years of experience and certifications, preferably in Computer Science, Information Systems, Business, or related field.
- Excellent problem-solving, communication, and project management skills.

Qualifications

- 5 years of hands-on Salesforce Service Cloud administration experience.
- Expert in all Case Management and Omni-Channel functions and best practice architecture.
- Experience with CTI/Call Center integrations to Salesforce with experience with large multi-group and multi-site customer support/call centers.
- Experience with Service Cloud third-party integrations (e.g., Service Cloud Voice, Cisco Webex Call Center, SMS Text/email, etc).
- Multiple Salesforce Certifications, including Administrator certifications.
- Proven experience with Salesforce Lightning, Flow Builder, and advanced automation.

Required Skills

- Experience in the Healthcare Industry or similar.
- Familiarity with Agile methodologies and tools like Jira, Monday.com, etc.
- Salesforce Advanced Administrator or Platform App Builder certification.