



JOB POSTING:

MyClubHub/Salesforce Administrator

Contract Position | Remote Opportunities Available
6-Month Contract | Up to 80 Hours per Month | \$45–\$48 per Hour

Boys & Girls Clubs of West Alabama is seeking an experienced, detail-oriented MyClubHub/Salesforce Administrator to support the management, optimization and continued implementation of our customer relationship management, membership and payment systems.

This is a six-month contract position with up to 80 hours available per month, based on organizational and project needs. The administrator will work closely with BGCWA leadership and program staff to improve system functionality, troubleshoot issues, strengthen data quality and ensure that MyClubHub and Salesforce effectively support membership registration, billing, payments, reporting and organizational operations.

The selected contractor may also have opportunities to provide system support and technical assistance to other Boys & Girls Clubs throughout the state of Alabama.

Primary Responsibilities

- Administer and maintain BGCWA's MyClubHub and Salesforce platforms
- Support member registration, enrollment, billing and payment processes
- Configure system settings, forms, workflows, reports, dashboards and user permissions
- Troubleshoot system, data, payment and user-access issues
- Identify opportunities to improve system efficiency, accuracy and usability
- Maintain clean, accurate and consistent member, household and payment data
- Assist with data imports, exports, updates and reconciliation
- Develop reports that support program operations, financial tracking and organizational decision-making
- Work with staff to understand operational needs and translate them into practical system solutions
- Provide training, documentation and ongoing technical support for staff users
- Communicate with MyClubHub, Salesforce and payment-processing support teams as needed
- Help establish consistent procedures and best practices for system use
- Support special projects and implementation needs for BGCWA and potentially other Boys & Girls Clubs throughout Alabama
- Protect confidential member, family, employee and payment information

Qualifications

- Current Salesforce Certified Administrator credential required
- Demonstrated experience administering Salesforce
- Experience working with CRM, membership, registration, billing, payment-processing or customer-management systems
- Experience with MyClubHub or another Boys & Girls Clubs of America technology platform strongly preferred
- Candidates without MyClubHub experience must be willing and able to learn the platform quickly
- Strong troubleshooting, problem-solving and analytical skills
- High level of accuracy and attention to detail
- Ability to organize and manage multiple priorities and deadlines
- Clear written and verbal communication skills
- Ability to explain technical information to nontechnical users
- Collaborative, team-oriented approach
- Ability to work independently while maintaining consistent communication with organizational leadership
- Commitment to learning, continuous improvement and responsive customer service
- Experience supporting nonprofit, youth-serving or multi-location organizations preferred

Contract Details

- Six-month independent contract
- Up to 80 hours per month, based on organizational and project needs
- Compensation of \$45–\$48 per hour, based on experience
- Flexible scheduling based on organizational needs
- Remote work opportunities available, with occasional meetings or on-site support as needed
- Potential opportunity to support additional Boys & Girls Clubs across Alabama

How to Apply

Please send your resume and a brief cover letter or statement of interest to jobs@bgcwestal.org. Include “MyClubHub/Salesforce Administrator” in the subject line.