



AT DIAMOND AIRCRAFT, WE COMBINE CUTTING-EDGE TECHNOLOGY WITH PIONEERING INNOVATION. OUR DEDICATION TO ADVANCED ENGINEERING, ATTENTION TO DETAIL, QUALITY AND WORKMANSHIP MAKES OUR AIRCRAFT THE SAFEST IN THEIR CLASS.

**Salesforce
Administrator**
Location: Canada

We are looking for a capable and motivated person to fill the role of Salesforce-Administrator at Diamond Aircraft Industries Inc. (Canada). This position will be a part of the Diamond Aircraft After-Sales Customer Support Team including Technical Support and will play a critical role in ensuring optimum customer support functionality, thereby improving the ownership experience of our customers worldwide.

The potential candidate will be instrumental in the implementation of Salesforce and enable our users to get the most out of the Salesforce platform at Diamond Aircraft in both Canada and Austria and our engine manufacturing facility Austro Engine. This role will fulfil three main job functions: 1) Triage all incoming customer support inquiries either through Salesforce, customer support email inbox, and phone calls; 2) Salesforce administration such as maintaining customer databases, technical data banks, staff licencing, aircraft configurations, and customer service metrics, and 3) Assisting Diamond partners that have a Salesforce portal with questions and potential training needs with Salesforce.

The successful candidate should possess knowledge of Salesforce (or an equivalent CRM) platform, superior customer service skills, software system administration while staying focused in a fast-paced, complex and fluid environment. The Salesforce administrator seeks out and remains current on changes to the program but will also identify areas in need of repair and attention and generate ideas for product improvement. In addition, the Salesforce administrator will work with the Diamond Training Department to ensure all relevant staff are trained and effective in their use of Salesforce products.

JOIN THE DIAMOND FAMILY!



Responsibilities:

- › Triage Customer Support cases and phone calls to appropriate Technical Support Staff.
- › Ensure optimal performance of Salesforce systems and products.
- › Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
- › Importing the Sales and Support Department leads, contacts, and other databases
- › Collaborate with your counterparts at Diamond's Austrian & Chinese operations
- › Work alongside the IT department to troubleshoot platform issues, drive the exploration of options, and in developing solutions.
- › Drive and increase user adoption and ensure user satisfaction, including developing, documenting, and delivering training.
- › Documenting processes, including error reports and changes to field history tables.
- › Preparing reports weekly, monthly, quarterly, and annually as directed.
- › Any other duties as assigned.

Skills & Experience:

- › End-user experience with Salesforce (or an equivalent CRM platform).
- › 2-3 years of experience in a customer support role.
- › 2-3 years of experience as an administrator in a manufacturing environment.
- › Experience in performing CRM upgrades and ensuring successful integration.
- › Exceptional ability to create and maintain databases.
- › Aerospace or aircraft knowledge is an asset.

JOIN THE DIAMOND FAMILY!



- › Proficiency in creating customer profiles, allocating roles, managing access, and assigning cases to the proper team members.
- › Knowledge of importing sales/support data and generating reports.
- › Ability to provide support in Salesforce training and end-user support.
- › Excellent time management skills
- › Capable of independent decision making
- › Works well within a team environment
- › Able to prioritize tasks based on company needs

Why Work For Us:

- › Comprehensive Benefits Plan
- › Employee and Family Assistance Program (EFAP)
- › Education Assistance Program
- › Employee Referral Program
- › Registered Retirement Savings Plan (RRSP) Program
- › Company Sponsored Social Events

JOIN THE DIAMOND FAMILY!