

Are you passionate about protecting the environment? Do you go out of your way to reduce, reuse, and recycle? Do you envision a waste-free future?

If you answered yes to those questions, then we'd like to hear from you.

We are the [Resource Productivity and Recovery Authority](#) (the Authority) and our vision is a circular economy today for a waste-free tomorrow. Our mission is to support compliance with individual producer responsibility through education and enforcement to foster Ontario's circular economy, spur innovation, and protect the environment.

Our mandate from the Government of Ontario is to advance a circular economy by enforcing the requirements of the [Resource Recovery and Circular Economy Act, 2016 \(RRCEA\)](#) and the [Waste Diversion Transition Act, 2016 \(WDTA\)](#) and their related regulations.

We are looking for a talented and committed individual to join us as a **Salesforce Solution Architect** to support the government's efforts to protect the environment and accelerate a new economy in which all waste is reused, recycled and reintegrated.

Salesforce Solution Architect

As a Salesforce Solution Architect, you will be responsible for leading projects through the requirements definition and solution design phases. The candidate must demonstrate progressive leadership in the full life cycle of the software development environment.

Practically speaking, you will:

- Be responsible for the overall solution design to meet the business requirements and fulfill user stories
- Lead a team of resources through the build, test, and deployment phases
- Through user story definition, logical data model design, functional system design, and best-practice methodologies, you will be responsible for the detailed design of enterprise-level Salesforce and related technology projects from inception through production support
- Responsible for providing industry best practices as a trusted advisor to key business and technology stakeholders and identifying areas of product growth
- Documentation of business processes and wireframing system designs using process flow diagram tools, UML, sequence diagrams, etc. as well as making recommendations for future state improved processes and system designs
- Oversight of the direction, development, and implementation of Salesforce CRM software solutions
- Defining business requirements, writing user stories, and providing detailed Salesforce system and functional designs as well as end user documentation development

Working at the Resource Productivity and Recovery Authority

This is a permanent full-time role working Monday-Friday from 9:00am-5:00pm, with flexibility as needed. Our highly attractive total compensation plan includes a competitive salary (commensurate with experience), health benefits, a defined contribution pension, personal days and three weeks of vacation to start.

During COVID-19, we work remotely and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario.** Upon our return to the office, you'll need to be able to commute to our office. We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

We are a small team operating in an entrepreneurial environment. We are looking for team players who know what all hands-on deck means, can hit the ground running, and are ready to make the job their own. You'll have plenty of opportunities for growth, development, and mentorship as you learn from our talented team. Our hope for you is that you'll be able to fine-tune your skills and move upward in our organization.

You will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

Qualifications

- Minimum Bachelor's (or equivalent) degree in Computer Science or related field
- 5+ years direct experience in software development life cycle
- 5-7 years experience in Salesforce solution design, configuration and implementation.
- Knowledge of other CRM systems an asset
- Salesforce certifications Certified Administrator/Consultant/Salesforce Advanced Developer / Platform Developer II Certification an asset

Here are some things that will make you stand out:

- Proven experience in overseeing the direction, development, and implementation of Salesforce CRM software solutions
- Strong knowledge of CRM software quality assurance best practices and methodologies
- Must have excellent oral and written communication, presenting, meeting facilitation, negotiation, decision making, and problem-solving skills
- Strong communicator practicing active listening as well as clearly and succinctly focusing on the points to be made verbally or in written form
- Must be a team player as demonstrated through a customer qualification of a large scale/enterprise implementation with multiple work streams
- Experience in enterprise-level Salesforce Lightning projects using both waterfall and agile software development methodologies throughout the whole life cycle with repeated and demonstrable success
- Expert level understanding of the Salesforce product suite, including Service Cloud, Community, and Marketing Cloud, as well as the Force.com Platform
- Extensive experience with Salesforce configuration, including workflows, validation rules, Process Builder, Journey Builder and security controls
- Experience defining the system architecture landscape, identifying gaps between current and desired end-states, and delivering a comprehensive solution that will enable achievement of the desired business outcomes

- Experience integrating Salesforce with different business systems, basic understanding of programming logic and constructs, specifically in Salesforce, and their use in software development
- Exceptional written and verbal communication and presentation skills
- Organizational skills with the ability to prioritize, multitask, and thrive in a fast-paced environment with multiple priorities and deadlines
- Demonstrated project management experience
- A team player with exemplary oral and written communication and problem-solving skills

How to Apply

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans and people with disabilities.

Please submit your CV and cover letter to:

careers@rpra.ca