Database & Solutions Administrator

Direct Reports	None	**Department**	
Reports To	Support Services Manager	**Operations**	
Time Commitment	Full-Time		
Location	Remote		
Salary Range	60-80K		

About Us

The Free Methodist Church in Canada (FMCIC) is a nationwide community of local congregations, connected to one another and committed to our common vision of making disciples of Jesus Christ across Canada and around the world. Rooted in the Wesleyan tradition, we work together to equip leaders, support churches, and foster spiritual vitality. Our shared vision is to see a healthy church within the reach of all people in Canada and beyond, as we live out our faith in Christ through worship, service, and community.

Role Overview

The Database & Solutions Administrator serves as the primary champion for the FMCIC's digital experience, ensuring our systems directly support and empower FMCIC staff, pastors, and churches. By blending technical Salesforce expertise with a relational, service-first approach, this role transforms data into actionable insights that strengthen the ministry and community connection. This role heavily impacts day-to-day operations as a proactive and collaborative partner, guiding cross-functional teams through special projects and translating organizational goals into user-friendly experiences with clear milestones. With a heart for service, providing supportive training and answers for all points of contact within the FMCIC is crucial.

Responsibilities

1. Database & CRM Management

- Serve as the primary point of contact for all FMCIC staff Salesforce inquiries, troubleshooting data issues, and resolving database errors with an empathetic, client-first approach
- Lead the ongoing development of Salesforce and its implementation and rollout, and by listening to user feedback and the continuously evolving needs of FMCIC
- Proactively assess new Salesforce features and upgrades to identify free, low-cost, or automated tools that can simplify tasks and save valuable time for staff and volunteers.
- Ensure data accuracy, integrity, and consistency across all FMCIC platforms; manage user access, permissions, and security protocols
- Design and deliver staff training on Salesforce through structured sessions, job aids, and tutorials
- Create dashboards and clear visual reports that help ministry leaders easily see trends and make data-informed decisions when requested
- Identify opportunities and propose solutions to expand CRM utilization and data-driven decision-making across the organization

2. Special Projects & Continuous Improvement Coordinator

- Translate complex data and emerging trends into clear, practical recommendations, equipping leadership with the insights needed to make confident, ministry-centered decisions.
- Listen empathetically to staff to map workflows, capturing their insights to design optimized tools and frameworks that directly alleviate day-to-day duties.
- Anticipate team and stakeholder needs by proactively designing detailed project plans and budgets, providing tailored updates that resolve operational questions before they arise.
- Cultivate a supportive project environment by meticulously tracking meeting minutes, action items, and deliverables, ensuring project stakeholders and members are aware of what's required of them.
- Remove operational friction and roadblocks with a collaborative, solution-oriented approach, gently resolving all issues or communication gaps to protect morale and timeline health.
- Ensure seamless, empowering project closures by delivering supportive handoffs, complete with the dedicated training and resources receiving departments need to succeed.

While the primary focus of this role is the successful execution of the above stated responsibilities, this position requires a collaborative, team-first mindset to support other evolving organizational needs and cross-functional priorities as they arise.

Required Qualifications

Core Competencies

- End-to-End Project Management: Owns all phases of a project plan from initial scoping through to execution, monitoring, and successful closure.
- Relational Communication & Documentation: Delivers clear, precise written and verbal updates with a high attention to detail and a supportive tone.
- Adaptive Problem-Solving: Navigates shifting priorities and develops practical solutions while keeping stakeholders aligned.
- Empathetic Technology Coaching: Guides users through system and operational updates with patience, reducing anxiety and building confidence.
- Strategic Systems Thinking: Connects daily operational efficiencies directly to FMCIC's broader organizational goals

Required Qualifications

- Deep personal relationship with Jesus; passion and alignment with FMCIC's mission, vision, and theological beliefs
- 2–5 years of experience in project coordination, operations, or a related role
- Experience with Salesforce or similar CRM platforms
- Strong organizational and time-management skills; excellent communication, interpersonal, and collaboration abilities
- Proficiency with project management tools (e.g., JIRA, Asana, MS Project)
- Demonstrated ability to develop and maintain documentation and process resources

Preferred Qualifications (Assets)

- Salesforce Administrator certification
- Experience in non-profit, church, or ministry environments
- CAPM or PMP certification

Document Updates

Date	Updates	Version #
2025-12-15	Final Job Description	1
2026-05-03	Role revised: Support Services duties removed; Change Management, Knowledge Management, and Process Improvement elevated as core functions	2
2026-09-29	Role revised and title changed; customer service focus elevated	3