

Job Posting CRM Administrator



IMMEDIATE JOB OPENING

Posted: March 18, 2026

Position Title: CRM Administrator

Employment Status: Full-Time, Exempt

Please refer to the attached **Job Description** for detailed information regarding responsibilities, qualifications, and requirements.

Application Instructions

Interested applicants should submit all required materials to:

Geneva Benefits Group

Attn: Heather Chambliss

Email: heather.chambliss@genevabenefits.org

Applicant Information

Applicant Name (First and Last): _____

Applicants must confirm completion and agreement with the following by checking each box and returning this page with their application materials:

- Cover Letter Included
- Resume Included
- Agreement with Geneva's Employer Statement (see below)
- Agreement with Geneva's Statement of Faith (attached)

Employer Statement

Geneva Benefits Group not discriminate against any person on the basis of race, color, gender, national origin, age, disability, or veteran status, whether in hiring, promotion, pay, or benefit decisions. Nevertheless, as a Christian ministry, Geneva reserves the right to hire only those individuals who make a credible profession of faith in Jesus Christ and who demonstrate qualifications for the position being filled. While as a church entity, Geneva is not subject to the Americans with Disabilities Act, Geneva does not discriminate against any qualified individuals with a disability. Geneva will make reasonable accommodations to allow a disabled employee to perform the essential functions of his or her job whenever possible. It is the responsibility of the disabled employee to request an accommodation of his or her physical or mental disability by contacting his or her supervisor.

About Geneva Benefits Group

As an agency of the Presbyterian Church in America (PCA), the role of Geneva Benefits Group is to “Prepare, Protect, and Nurture” ministers, missionaries, lay employees, and their employing ministries through the provision of employee benefits, financial consultation and counseling. The programs and services provided through Geneva, including retirement planning, insurance benefits, wellbeing advocacy and relief assistance.

Our Vision

We believe the gospel advances and the church thrives as men and women who serve PCA ministries grow spiritually and financially healthy.

Our Values

We Know You: We Understand Ministry Life

We Know How: We Continuously Pursue Excellence

We Care: Relationships Are Our Bottom Line

Our Mission Statement

Geneva Benefits Group supports the wellbeing of ministry leaders, workers, and their families, so they can live generously in every season of ministry.

Job Description

CRM Administrator



Job Title	Division Department	Reports to	Employment Status	Date Created
CRM Administrator	Div: Finance & Admin. Dept: Information Technology	Director, IT/IS	Exempt Full-Time	02/10/2026

Summary

The CRM Administrator is responsible for supporting the maintenance, functionality, and continual improvement of the organization's Salesforce-based Customer Relationship Management (CRM) system. This role is designed to build foundational administrative skills through hands-on experience, guided training, and structured learning. Key responsibilities include assisting with user management, reporting, data quality, documentation, system configuration, and ongoing development of the relational database environment.

General Responsibilities

- Support day-to-day administrative tasks within Salesforce.
- Assist in diagnosing and resolving user and system issues.
- Maintain system documentation, logs, and process notes.
- Participate in Salesforce and job-specific training in preparation for certification.

Specific Responsibilities

- Assist with creating and updating Salesforce user accounts, roles, and permissions.
- Support data imports, data validation, and routine data cleanup activities.
- Help develop and maintain dashboards and reports.
- Learn to configure objects, fields, workflows, and page layouts and contribute to related tasks.
- Document processes, updates, and standard operating procedures.
- Support projects involving system enhancements, new tools, or feature rollouts.
- Ensure all changes are fully tested prior to deployment.
- Assist in delivering user training and addressing follow-up questions.

Faith Qualifications

- Demonstrated devotion to Jesus Christ, personal holiness, and a passion for making Him known.
- A Christian exhibiting mature spiritual growth, evidenced by the fruit of the Spirit and a firm grasp of foundational Christian doctrine.
- Active member of an evangelical church that affirms the tenets of historic Christianity (PCA preferred but not required).
- Genuine passion for serving the church and its ministry leaders.
- Affirmation of Geneva's Statement of Faith and adherence to the organization's Code of Conduct.

This Section to be Updated by HR Department Only

Title JD – CRM Administrator
Author C Lilly
Dept Owner Information Technology
Approved by ELT

Doc Number HR-JD-019
Creation Date 02/10/2026
Review Date 03/09/2026
Last Revised Date 03/09/2026

Professional Qualifications

Education & Experience

- High school diploma required.
- Associate's or Bachelor's degree preferred.
- Minimum of 5 years of relevant professional experience.
- Interest in Salesforce administration, Salesforce Trailhead experience preferred.
- Commitment to pursuing Salesforce Administrator certification within the first year of employment.

Essential & Key Skills

- Strong relationship-building skills with internal and external partners.
- Strategic thinker with strong business acumen.
- Excellent written and verbal communication skills.
- Strong organizational and time-management abilities.
- Advanced analytical and problem-solving skills.
- Ability to follow established processes and systems.
- Capacity to work independently and manage multiple deadlines.
- Service-oriented mindset and commitment to supporting others.
- Adaptability and resourcefulness in a dynamic environment.
- High degree of professionalism, discretion, and confidentiality.

Technical Skills

- Proficiency with Office 365, Adobe Acrobat, Asana, and the ability to learn additional software platforms.

Additional Skills

- Ability to collaborate with Geneva personnel and PCA committees/agencies.
- Perseverance in challenging ministry and business environments.

Professional Development

- Ongoing participation in continuing education relevant to the role.

Location

- This position is fully on-site at Geneva's offices in Lawrenceville, Georgia.
- Remote work is not available for this role.

Travel Requirements

- Periodic travel may be required to support organizational needs.

Working Conditions

- Work is performed primarily in a standard office environment.
- Reasonable accommodations will be provided for individuals with disabilities.

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**Job Description
CRM Administrator**



Other Information

- This job description is not intended to be exhaustive. Employees may be asked to perform additional duties as assigned.
- This document does not constitute an employment contract, implied or otherwise; employment remains at-will.

Author:	Chet Lilly
Title:	V.P. of Finance & Administration
Date Approved:	02/10/2026
Reviewed By:	Chet Lilly
Title:	V.P. of Finance & Administration
Date Reviewed/Revised:	03/09/2026

A job description should be reviewed annually and updated as often as necessary.

See following page for revision tracking notes.

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Author C Lilly
Dept Owner Information Technology
Approved by ELT

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Creation Date 02/10/2026
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Purpose.

We believe it is important for current and future employees to understand the values inherent in our ministry and what is expected of them as we seek to serve our mission. To that end it is our conviction that we uphold the dignity of each individual as we embrace the unchanging and longstanding principles of scriptural truth. The Geneva Benefits Group (Geneva) Statement of Faith is not an exhaustive statement of our beliefs. The Bible, as the inspired and infallible Word of God, speaks with absolute authority regarding the proper conduct of mankind and is the unchanging foundation for all belief and behavior. As Geneva is an agency of the Presbyterian Church in America (PCA), the Constitution of the Church shall have control over any provisions of this document. Nonetheless, in order to provide transparency about our beliefs the following Statement of Faith has been created.

We Believe.

1. The Bible to be the inspired, infallible, authoritative, inerrant Word of God (2 Timothy 3:16, 2 Peter 1:21).
2. There is one God, eternally existent in three persons-Father, Son, and Holy Spirit (Genesis 1:1, Matthew 28:19, John 10:30).
3. In the deity of Christ (John 10:33), His virgin birth (Isaiah 7:14, Matthew 1:23, Luke 1:35), His sinless life (Hebrews 4: 15, 7:26), His miracles (John 2:11), His vicarious and atoning death (1 Corinthians 15:3, Ephesians 1:7, Hebrews 2:9), His Resurrection (John 11:25, 1 Corinthians 15:4), His Ascension to the right hand of God (Mark 16:19), His personal return in power and glory (Acts 1:11, Revelation 19:11).
4. In the necessity of regeneration by the Holy Spirit for salvation because of the radical corruption of human nature, and that one is justified on the single ground of faith in the shed blood of Christ, and that only by God's grace through faith alone are we saved (John 3:16-19, 5:24; Romans 3:23, 5:8-9; Ephesians 2:8-10; Titus 3:5).
5. In resurrection of both the saved and the lost; they that are saved unto the resurrection of life, and they that are lost unto the resurrection of condemnation (John 5:28-29).
6. In the spiritual unity of believers in our Lord Jesus Christ (Romans 8:9, 1 Corinthians 12:12-13, Galatians 3:26-28).
7. In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life (Romans 8:13-14; 1 Corinthians 3:16, 6:19-20; Ephesians 4:30, 5:18).

This Section to be Updated by HR Department Only

Title Statement of Faith
Author C Lilly
Dept Owner HR
Approved by ELT

Policy Number HR-008
Creation Date 07/26/2022
Review Date 08/05/2024
Last Revised Date 08/06/2024

POLICY
Statement of Faith



- 8. The Gospel message is for every tribe, tongue, and nation. (Revelation 7:9-10, 14:6).
- 9. Bible-believing, professed Christians should be faithful members of a Gospel preaching church. (Acts 2:42,44,46; Hebrews 10:24-25).

This Statement of Faith reflects the intentions of Geneva. However, all hiring, job placement, discharge, and other employment decisions will be made in and at the sole discretion of Geneva.

Regardless of denominational affiliation, all employees agree to respect the PCA's and Geneva's beliefs. Geneva reserves the right to discharge employees for any reason, including but not limited to immoral or unethical conduct, conduct contrary to Scriptural teachings, habitual or unrepentant sin, and conduct negatively affecting other employees or reflecting negatively on Geneva's ministry and witness for Christ, and without regard to whether such conduct occurs on or off company time or premises.

Geneva's Executive Leadership Team ("ELT") holds final interpretive authority on biblical meaning and application with regard to the impact of PCA faith, doctrine, policy, practice, and discipline on all Geneva employment and operational decisions.

The ecclesiastical Constitution of the Church is defined in the Book of Church Order, Preface III. The provisions of the Constitution shall [have] control over any provisions of this Policy to the extent of any conflict therewith.

I hereby acknowledge that I have received, read, and understand this Statement of Faith as outlined above. I also acknowledge that I am in agreement with this Statement of Faith.

Signature	
Printed Name	
Date	

Return signed form to the Geneva's HR Department

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