Volunteer Data Quality & Salesforce Coordinator

Department: Operations & Fundraising Support
Time Commitment: Approximately 3–5 hours per week, flexible
Reports To: Director of Fundraising & Events
Location: Remote

Position Summary

Carolina Boxer Rescue relies on accurate, complete, and timely data to support our rescue operations, fundraising, donor relationships, volunteer coordination, and organizational reporting.

We are seeking a detail-oriented volunteer to help maintain the quality and integrity of our Salesforce database. The Data Quality & Salesforce Coordinator will help ensure information is entered consistently, records are accurate, missing information is identified, and data issues are resolved or brought to the attention of the appropriate team member.

This role is ideal for someone who enjoys organizing information, identifying inconsistencies, improving processes, and helping a nonprofit make better decisions through reliable data.

Key Responsibilities

- Review Salesforce records for completeness, accuracy, consistency, and duplicate information.
- Ensure donations, donor information, volunteer records, event information, and other assigned data are entered into Salesforce accurately and promptly.
- Identify missing, inconsistent, outdated, or incorrectly entered information and coordinate corrections with the appropriate team members.
- Assist with routine data cleanup, including duplicate identification, standardized field values, and record updates.
- Help maintain clear procedures for data entry and record management.
- Monitor assigned records and reports to identify data quality issues before they affect reporting or operations.
- Support accurate donor, fundraising, adoption, volunteer, and operational reporting as assigned.
- Document recurring data problems and recommend practical improvements to data entry processes.
- Protect confidential donor, adopter, volunteer, and organizational information.

Qualifications

- Strong attention to detail and organizational skills.
- Comfort working with spreadsheets, databases, and structured information.
- Ability to follow established procedures and handle confidential information responsibly.
- Strong problem-solving skills and willingness to ask questions when information is unclear.
- Salesforce experience is preferred, but a willingness to learn is essential.
- Nonprofit, donor database, CRM, or data management experience is a plus.

Success in This Role Looks Like

- More complete and accurate Salesforce records.
- Fewer duplicate, missing, or inconsistent records.
- Timely entry and correction of assigned information.
- Improved confidence in organizational reports and fundraising data.
- Documented, repeatable processes that help volunteers enter information correctly.

Role boundaries: This role focuses on data entry, quality control, and routine database maintenance. Salesforce architecture, complex automation, system configuration, and major process changes remain with the Director of Fundraising & Events or an authorized Salesforce administrator.

All access and changes will follow CBR's data security and confidentiality procedures.