



899 Langs Dr, Cambridge, Ontario, Canada, N3H 5T6
1.877.427.9255 | hr@crwall.com

Salesforce & Business Systems Administrator

This is a newly created position that will play a key role in strengthening how CR Wall uses Salesforce and its connected business systems.

Company Overview

CR Wall is a Canadian supplier of measurement, regulation, operations, and safety solutions for the gas energy industry. With teams in Cambridge and Calgary, we combine technical expertise, trusted manufacturer partnerships and responsive service to help our customers operate safely and efficiently.

We help Canada's gas industry run smarter, cleaner, and simpler — driving continuous system improvement through reduced maintenance, fewer SKUs, and lower cost of ownership. We protect the environment and meet regulatory mandates while bringing the latest technology together in one trusted marketplace, so upgrades are easy, transitions are smooth and operations never stop.

We simplify complexity — and keep utilities' systems performing at their best.

Salary: \$75,000-\$85,000 annually

Type: Full-Time, Permanent

Hours: 8:30 am – 4:30 pm

Reports to: Vice President, Finance

Job Summary

The Salesforce and Business Systems Administrator will be CR Wall's internal Salesforce owner and primary point of contact. This position will manage the day-to-day relationship with CR Wall's external Salesforce partner, coordinate enhancements and projects, and translate business needs into practical, maintainable solutions. The role will primarily focus on Salesforce administration, adoption, projects and integrations, with a smaller portion of time dedicated to general business technology support.

Key Responsibilities

- Administer and maintain Salesforce, including users, permissions, security, objects, fields, layouts, validation rules, automations, reports and dashboards
- Act as the primary Salesforce contact for employees, providing troubleshooting, onboarding and training
- Manage the day-to-day relationship with CR Wall's external Salesforce consulting and development partner
- Monitor platform health, usage and data quality
- Maintain system documentation, user guides and standard operating procedures



899 Langs Dr, Cambridge, Ontario, Canada, N3H 5T6

📞 1.877.427.9255 | ✉️ hr@crwall.com

- Gather and document business requirements, prioritize requests and maintain a practical enhancement roadmap and backlog
- Support Salesforce processes across business requirements including but not limited to leads, accounts, contacts, opportunities, quoting, case management, contracts and account planning
- Work across Finance, Sales, Customer Service, Marketing and Operations to improve processes, adoption and data consistency
- IT support duties, including troubleshooting common hardware and software issues, maintaining equipment inventories, and coordinating with third-party IT providers

Experience, Education and Qualifications

- Three to five years of hands-on Salesforce administration experience in a business environment
- Post-secondary education in Information Technology, Computer Science, Business or a related field, or equivalent experience
- Salesforce Certified Administrator preferred, or willingness to obtain certification after hire
- Strong experience with Salesforce configuration, Flow, reporting, dashboards, security and data management
- Experience gathering requirements and translating business needs into practical system and process solutions
- Hands-on experience providing day-to-day IT support in a Windows and Microsoft 365 environment, including basic troubleshooting and coordinating escalations with third-party IT providers
- Demonstrated project-management, testing, documentation and stakeholder-management skills
- Strong communication, problem-solving and organizational skills, with the ability to support non-technical users

Preferred Experience

- Experience working with an external Salesforce consulting or development partner
- Experience with Sales Cloud, Service Cloud, AgentForce Marketing, Quoting and quote-to-order processes
- Experience with SAP Business One or another ERP system, and with Salesforce-to-ERP integrations
- Familiarity with APIs, middleware, data migration or ecommerce integrations
- Salesforce development experience, including Apex or Lightning Web Components, is an asset but is not required
- Familiarity with Microsoft 365 administration, device management, basic networking, printers, mobile devices and IT equipment inventory management.



899 Langs Dr, Cambridge, Ontario, Canada, N3H 5T6

📞 1.877.427.9255 | ✉️ hr@crwall.com

How We Work

- Office-based at CR Wall's Cambridge location, supporting employees in Cambridge, Calgary and other locations
- Occasional travel or work outside regular hours may be required for projects or training

Why Join CR Wall

- Competitive compensation
- Health and Dental benefits
- Generous vacation entitlement
- RRSP program
- Volunteer opportunities
- Professional-development support

At CR Wall, we are dedicated to creating a workplace that celebrates diversity, embeds equity, promotes intentional inclusion, and fosters belonging for all. We recognize that different perspectives strengthen our organization and the work we do. We encourage applications from all qualified individuals and are especially committed to increasing representation from employment equity groups, including Indigenous Peoples, women, persons with disabilities, and visible minorities.

Note: The chosen applicant will be required to successfully complete reference checks and a criminal background check. We do not use AI-enabled tools to sort applications based on job-related criteria.

We appreciate the interest of all candidates; however, we will contact those who best meet the requirements.

If you are selected to participate in the recruitment process, please inform Human Resources hr@crwall.com of any accommodations you may require. C.R. Wall will work with you to ensure you can fully participate in the process.