

Aga Khan Foundation USA

Temporary Salesforce Data Quality Contractor

LOCATION: Washington, D.C.

TIMEFRAME: Full-time for an estimated six weeks

ABOUT AGA KHAN FOUNDATION USA (AKF USA)

Aga Khan Foundation USA (AKF USA) is an agency of the Aga Khan Development Network (AKDN), one of the world's leading development organizations working to tackle the root causes of poverty. For nearly 60 years, AKF has improved the quality of life in some of the most remote and resource-constrained parts of Africa, Asia, and the Middle East, guided by a firm commitment to pluralism, human dignity, and non-denominational service.

Based in Washington, D.C., AKF USA mobilizes resources and builds strategic partnerships with U.S. government agencies, private foundations, corporations, and individuals to support this global mission. Our work spans education, health and nutrition, civil society, food security, climate resilience, and early childhood development. AKDN agencies conduct their programs without regard to faith, origin, or gender.

POSITION SUMMARY

AKF USA is seeking an experienced **Salesforce Data Quality Contractor** to support a focused data cleanup and remediation initiative.

The contractor will review, validate, standardize, and consolidate Salesforce records to improve data accuracy, consistency, and reliability. This is a hands-on, execution-focused assignment requiring strong salesforce data management experience - excellent attention to detail, and the ability to work carefully with confidential donor and constituent information.

Working closely with AKF USA staff and project stakeholders, the consultant will apply established business rules and data standards throughout the engagement.

KEY RESPONSIBILITIES

Data Quality and Cleanup

- Review Salesforce Contacts, Accounts, Households, Organizations, and related records to identify duplicate, incomplete, inconsistent, or inaccurate data.
- Correct data inconsistencies and standardize records according to established data standards.
- Identify and document records requiring additional review or clarification.

Duplicate Resolution

- Identify and merge duplicate Contacts, Households, Accounts, and Organizations using approved business rules.
- Ensure donor history, relationships, and other relevant information are appropriately preserved during record consolidation.
- Flag complex or ambiguous records for review.

Household and Relationship Management

- Review and validate household, family, business, and organizational relationships.
- Update, remove, or create relationship records in accordance with established business rules.
- Work with staff to verify relationships when additional clarification is required.

Data Standardization

- Apply established naming conventions and data standards consistently across records.
- Correct inconsistencies in names, addresses, phone numbers, email addresses, and other key constituent information.

Documentation and Quality Assurance

- Maintain clear documentation of data cleanup activities, including merged records, relationship updates, and unresolved exceptions.
- Support validation and quality assurance of cleaned data.
- Provide a summary of completed work and outstanding items at the conclusion of the engagement.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Information Systems, Business Administration, Computer Science, Data Management, or a related field, or equivalent relevant professional experience.
- Minimum of three years of experience in CRM data management, data quality, database administration, or a closely related area.
- Demonstrated experience with data cleanup, deduplication, record merging, and relationship management.
- Experience supporting CRM implementations, data migrations, system transitions, or data remediation projects.
- Strong analytical, organizational, and documentation skills.
- Exceptional attention to detail and ability to apply established business rules consistently.
- Ability to handle confidential donor and constituent information with professionalism and discretion.
- Ability to work collaboratively with business and technical stakeholders.
- Ability to work from our downtown Washington, D.C. office a few times during the assignment period.

PREFERRED QUALIFICATIONS

- Experience writing and executing SQL and SOQL database management queries.
- Working knowledge of Salesforce objects, including Contacts, Accounts, Households, and Relationships.
- Experience with Salesforce data management tools such as Duplicate Management, Reports, Data Loader, or Import Wizard.
- Salesforce Administrator certification or other relevant Salesforce credentials.
- Experience with Salesforce Nonprofit Success Pack (NPSP) or Nonprofit Cloud.
- Familiarity with nonprofit fundraising, donor services, or constituent relationship management.

HOW TO APPLY

Interested applicants should submit a resume and to rd.akfusa@akdn.org. Please include “Salesforce Data Quality Contractor” in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

This position requires authorization to work in the United States at the time of hire. We are unable to sponsor work visas for this position.

AKF USA is committed to advancing gender equality and inclusion through our programming and operations in the USA and overseas. AKF USA requires all employees to review and abide by the AKF Gender Equality Policy.

AKF USA recognizes the importance of safeguarding and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates, and the organization as a whole are kept safe from harm. AKF USA requires all employees to review and abide by the AKF Safeguarding Policy.