

Salesforce.com Consultant

Company: CRM manager LLC, a wholly-owned subsidiary of CRM Services Corporation, is a leading cloud application implementation, integration and optimization firm. CRM manager is a Cloud Alliance Partner for salesforce.com and is committed exclusively to salesforce.com technology. CRM manager empowers organizations by driving business value through a disciplined approach, leveraging the complete power of cloud computing for sustained business performance. Headquartered in Malvern, PA, the firm offers complete salesforce.com implementations, user training, on-going consulting services (The CRM manager Plan), collaboration programs and force.com development. CRM manager is privately held. Investors include salesforce.com.

Job Description:

As a CRM manager Consultant you will have the opportunity to showcase your salesforce.com knowledge and abilities. You will work across a variety of industries and customers primarily in the Mid Atlantic and NYC region. Our Consultants work with our Clients leveraging the power of Cloud Computing by working both on site and remotely to meet solution needs. You will be involved in a range of activities including assessing customer needs, defining business processes/workflows, developing functional requirements, application configuration/administration, executing testing, and post deployment support activities. You will also provide implementation support for key business application goals and custom interfaces to support the delivery of comprehensive solutions. Daily activities will include requirements gathering, salesforce.com configuration, resolving business and usability issues, identifying and driving end-user adoption, facilitating communication, working closely with clients and our internal technical team to define data mapping, and other integration requirements.

Primary Responsibilities:

- Conduct analysis, design, evaluation, modification, testing and implementation of salesforce.com for our clients
- Act as liaison between our clients and CRM manager in all areas of support and enhancements
- Gather, create and document current and future business process flows
- Perform salesforce.com standard configuration, testing and evaluation to ensure quality and consistency
- Design effective solutions using custom configuration to meet specific Client needs
- Apply deep function knowledge of CRM systems to customer needs and requirements
- Develop conversion and system implementation plans
- Recommend changes in development, maintenance and standards
- Train user personnel in the use of the system
- Manage change communication and coordinate end-user training for system implementations
- Identify current data gaps
- Prepare and perform data conversion requirements
- Define system interface requirements
- Work directly and effectively with client implementation team
- Effectively identify and communicate opportunities for extended services to management
- Assist in proposal development as needed

Skills:

- Excellent understanding of salesforce.com configuration and administration
- Excellent troubleshooting, analysis, and problem-solving skills
- Ability to effectively prioritize and escalate issues as required
- Excellent written and verbal communication skills
- Detailed, organized, and results-oriented
- Ability to multi-task and perform effectively under pressure

Qualifications:

- 1+ years experience with salesforce.com required
- 3+ years experience in the field of Business Systems and IT
- Bachelor's degree in Computer Science, Engineering, Business or closely related field or equivalent experience
- 3+ years experience as a functional analyst implementing CRM systems
- Ability to work effectively in a fast paced, high energy, team-oriented environment
- Willingness to go to client sites as needed in the PA/NJ/DE
- Familiar with full project life cycle from requirements through deployment
- Strong understanding of systems and business processes
- Basic understanding and experience working with application data and data relationships
- Experience working with MS-Office applications
- Sales force developer certified.

Physical Requirements:

- Flexible working environment. Willingness to visit Client sites in PA, DE, NJ and NYC
- Must be a US Citizen or have Permanent Resident Status

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Please submit resumes to: careers@crm-manager.net