

## SALESFORCE.COM BUSINESS CONSULTANT

**Company:** CRM manager ([www.crm-manager.net](http://www.crm-manager.net)) is a leading Software as a Service (SaaS) implementation and integration firm in the Mid-Atlantic region, specializing in salesforce.com and Google Enterprise solutions headquartered in Malvern, PA. CRM manager offers complete SaaS configuration, analytics, integration, education and on-going consulting services. We are a top 10 Sourced Business Partner of salesforce.com with proven methodologies and high caliber reputation. We are aggressively growing the Mid-Atlantic as well as, executing a national expansion plan.

### Job description:

CRM manager, LLC is seeking individuals with a combination of technical aptitude, business acumen, and strong communication skills to join the CRM manager team. As a Salesforce.com Business Consultant you will be responsible for working with Project and Customer teams to define, implement and support their salesforce.com initiatives. You will be involved in a range of activities including assessing customer needs, defining business processes/workflows, developing functional requirements, application configuration/administration, managing test plans, and post deployment support activities. This person will also provide implementation support for key business application goals, especially for salesforce.com and custom interfaces to support the delivery of comprehensive solutions. Daily activities will include resolving business and usability issues, identifying and driving end-user adoption, facilitating communication within the internal teams, working closely with clients to define application metrics, reports, dashboards, data mapping, and other integration requirements.

### Responsibilities:

- Conduct analysis, design, evaluation, modification, testing and implementation of enterprise wide systems across functional areas
- Analyze business requirements and develop detailed functional requirements, clearly stating project scope
- Act as liaison between business units and Project Team in all areas of support and enhancements
- Interact daily with business units and business owners to understand business processes and key requirements, proactively work to resolve client issues
- Gather, create and document current and future business process flows
- Create clear, concise and complete functional specifications & requirements documents.
- Conduct analysis of systems specifications and use analysis / diagramming tools to represent business / technical processes
- Perform application configuration, testing and evaluation to ensure quality and consistency
- Apply deep function knowledge of SaaS 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
- Assist project managers with project implementation tasks

**Skills:**

- 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:**

- 3+ years experience in Business Systems & IT ideally as a functional analyst implementing CRM systems
- 1+ years experience with salesforce.com as an Administrator and Application Configurator
- Bachelor's degree in Computer Science, Business or closely related field or equivalent experience
- Ability to work effectively in a fast paced, high energy, team-oriented environment.
- Willingness to travel within the PA/DE/NJ region to client sites
- Familiar with full project life cycle from requirements through deployment
- Basic understanding and experience working with application data and data relationships

**Physical Requirements:**

- Flexible working environment. Willingness to travel locally to client sites in the PA, DE, NJ area
- Must be a US Citizen or have Permanent Resident Status

**EEO**

Please submit resumes to: [Careers@crm-manager.net](mailto:Careers@crm-manager.net)