

SALESFORCE.COM PRINCIPAL SOLUTION CONSULTANT

Primary Responsibility:

CRM manager (www.crm-manager.net) is seeking individuals with a combination of business acumen, technical aptitude and strong communication skills to join our Client Services team. As a Salesforce.com Principal Solution Consultant you will play a critical role in contributing to both continued revenue growth for CRM manager and successful customer engagements during the solution deployment. The Solution Consultant is an integral part of the sales cycle, selling our services capability, and also provides oversight and direct participation during deployments to mitigate project risk, manage project economics and engage with customers at an engagement level.

You will be responsible for working with our sales team to understand the client needs, present ideas and options to address them, scope out solutions and provide associated presentations, proposals, and the statement of work. You will also have direct responsibility to work with project and client teams to define, implement and support their salesforce.com initiatives. You will be involved in a range of activities including defining business processes/workflows, developing functional requirements, application configuration/administration, executing testing, and post deployment support activities.

Responsibilities:

- Support the sales pipeline for the services team
- Achieve and exceed quarterly sales support targets
- Manage engagement and executive level client relationships and provide oversight during the engagement
- Activities will include requirements gathering, salesforce.com configuration, resolving business and usability issues, identifying and driving end-user adoption, facilitating communication, and working closely with clients and our internal technical team.
- Participate in operational issues related to specific engagements, including billings, expenses, staffing, utilization management, etc.
- Collaborate with salesforce.com or other partners for assigned engagements
- Achieve target utilization
- Contribute to Client Services team and company initiatives, best practices, and knowledge sharing

Skills:

- Demonstrates ability to understand client need and provide project and client oversight
- Experience in leading client solution and requirement process
- Experience managing multiple small to medium implementations across a number of clients
- Packaged & hosted application implementation experience a plus
- Strong client-facing communication skills
- Experience working with the SMB market is a plus

Qualifications:

- Must have 2-3 years salesforce.com Implementation Experience
- Strong written and verbal communication skills, executive level presence and experience in facilitation.
- 10-15 years experience delivering consulting services or similar services, including involvement in sales/solutions selling
- 5-7 years of project management experience (SOWs, contract management, risk management, staffing)
- 3-5 years CRM application experience, or experience with products and/or processes related to sales, marketing, or support and services
- 3-5 years Business Process Engineering / Re-engineering background, in the areas of sales, marketing, and/or customer support

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

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