

SALESFORCE.COM SENIOR BUSINESS CONSULTANT

Company: CRM manager (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:

We are seeking individuals with a combination of technical aptitude, business acumen, and strong communication skills to join our Client Services team. As a Salesforce Senior 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, executing testing, and post deployment support activities. This person 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.

Responsibilities:

- Conduct analysis, design, evaluation, modification, testing and implementation of salesforce.com for our clients
- Analyze business requirements and develop functional requirements/design, clearly stating project scope
- Act as liaison between our clients and CRM manager in all areas of support and enhancements
- Interact daily with client s business and technical staff to understand 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 as needed.
- Perform application configuration, testing and evaluation to ensure quality and consistency
- 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:

- Experience with SalesForce.com required
- 5+ 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 travel in the PA/NJ/DE area to client sites as needed
- 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

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