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# Example of CRM Administrator Job Description

Our growing company is searching for experienced candidates for the position of CRM administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for CRM administrator

* Ensure production & distributing of ad hoc listings from CRM and / or BI systems
* Training management, ensuring up-to-date training is given appropriately to end users and to any new Veeva Administrators
* First point of contact for any questions in the LOC about CRM and related data
* Role of local CRM ambassador in the central workgroups around Veeva and QlikView
* Understand and communicate regulatory and compliance risks to leveraging CRM solutions to meet business objectives
* Organize and support HCPs’ PII consents keeping and handling with cooperation of Legal team
* Ensure relevant local SOP documentation (especially Sample Management, if relevant) is updated
* Backup temporarily the other Veeva Administrators in CIS Cluster if the case of absence
* Primary responsibilities​ will be operations and maintenance of the Dynamics CRM infrastructure
* Secondary responsibilities​ would be to serve as ITSO’s SME for CRM development projects, similar to the way SharePoint engineers perform some SCA work with SharePoint content for ITSO

## Qualifications for CRM administrator

* Salesforce.com Communities experience on a large scale, Agile/Scrum methodologies
* Three to five years’ experience in working with a variety of business applications, including accounting, reporting, expense tracking, CRM and ERP applications and processes, preferably Sage 100
* Familiar with ERD’s and client-server applications
* Certification or prior certification as Salesforce.com administrator preferred
* 3-5 years experience administering a robust relational database, CRM system or other related business application, preferably in a nonprofit fundraising environment
* Understanding of and proficiency with database architecture, logic and usage for constituent management (certification as a database administrator preferred)