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# Example of CRM Consultant Job Description

Our company is growing rapidly and is looking for a CRM consultant. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for CRM consultant

* Ability to interact with client teams and business personnel
* Participate in workshops with Customers and Partners
* Collect and understand customer needs and write functional requirements
* Project management (20% time), monitoring and tracking project status, budget and milestones
* Functional analysis (50% time), analysing business process, documenting customer requirements and designing functional and technical solutions
* Serve as act as configuration consultant or work stream lead for a client project, responsible for day to day activities and deliverables which vary based on project phase
* Communicate and report project status to team leadership, including budget, risks and general business issues
* Report individual budget and finances
* Understand CRM technologies being used on a project to be able to propose how to design, develop, test, and implement a technical implementation project
* Building client relationships and meet with clients to determine business and functional requirements

## Qualifications for CRM consultant

* Familiar with relational database concepts and use
* Proficient in MS Office applications specifically Visio a MUST
* Demonstrated capabilities in software usage and configuration concepts and functions
* Familiarity with technology and its applicability in customer care environments
* Plug-in development
* CRM form programming (scripting)