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# Example of CRM Project Manager Job Description

Our innovative and growing company is looking for a CRM project manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for CRM project manager

* Work with business and technology stakeholders, service providers and agencies to gather functional and technical requirements and optimize day-to-day operations
* Work with CRM Angels and Key Users in the Field to qualify improvement requests and group them by similarity whenever applicable
* Separate “Run” change requests from “Project” change requests based on their complexity, with the help of IT Delivery Team
* Document all requirements
* Maintain log of business change requests and prioritize items based on defined criteria
* Work with IT Delivery team to split the delivery in consistent packages via the monthly release cycle
* Ensure change requests are addressed timely and delivered with high quality
* Implement and support the loyalty program
* Drive the Omni-channel interactions (e-commerce / retail / customer service)
* Conceive the technical / functional specification by managing the implementation schedules of development teams, including attending users in test, production and delivery phases

## Qualifications for CRM project manager

* Ability to identify issues and recommend solutions across multiple projects on which the CRM and Loyalty implementations may depend
* Ability to collaborate with individuals across from multiple countries, cultures, and languages
* Familiar with web development technologies or Microsoft web based web development technologies, web services, database development concepts
* Availability for occasional travel abroad
* Ability to manage multiple projects large SDLC projects within a large multinational
* Experience implementing Billing and or CRM systems