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# Example of CRM Project Manager Job Description

Our 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

* Ensure the implementation of maintenance and post go-live support solutions
* Ensure the writing of technical, functional, general and detailed specifications
* Listen and assist the different brands (Quiksilver, Roxy, DC Shoes) in the analysis, expression and / or collecting their needs to find and offer the most appropriate application solution
* Develops a deep understanding of projects within the program portfolio, manages assigned projects with a clear understanding of business and technology context, develops an understanding of cross-program portfolio dependencies
* Define specific CRM/Sales tools project objectives, document requirements and oversee the execution of that plan
* Gather feedback from User Group(s) and incorporate into documented requirements
* Effectively collaborate with CB Technology to build new capabilities, including best-in-class analytics
* Participate in all Agile development scrums to ensure quality delivery of requirements/stories
* Build training program and materials to support rollout
* Identify and implement continuous improvement initiatives and tools

## Qualifications for CRM project manager

* Minimum 7-8 years Business Analyst / Project Management experiences in banking sector, preferably with private banking experiences, and knowledge of Sales Management processes and CRM tools
* Experience in consulting with Public Sector (Federal, Provincial, or Municipal) or Financial Services Sector (Banking, Insurance, or Financial Markets, ) clients
* Excellent understanding of the software development process
* Proven experience in working global IT projects – demonstrate past project experience in working with onshore and offshore resources, software vendors, and global deployment locations
* Organize, lead, and manage business application projects including planning, budget and resource management, requirements gathering, process design, solution design, development, security and infrastructure management and implementation
* Work closely with IT technical leadership to develop system solutions to meet business integration and scalability requirements