Example of CRM Project Manager Job Description

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

Responsibilities for CRM project manager

- Knowledge of French will be a plus
- For assigned projects, determine the resources required and ensure means for their participation
- Establishes work plans in conjunction with Business and IT Delivery leadership, and establishes resource plans for each phase of a project
- Prepares and reviews project proposals, Statements of Work and/or requests for proposal with potential vendors for goods and services within the scope of the project activities
- Work with a multitude of vendors to ensure project delivery, customer satisfaction negotiate vendor SOW's, timelines, resource allocation, capital budgeting, project lifecycle management
- Develops integrated baseline project plans (initiation to closure) adapting estimating models as required, documents estimating assumptions, refines plans and manages performance against them
- Provides schedule and costs forecasts including risk based provisions and identifies resources and skills required
- Sets direction and vision for the team and manages performance, reward and recognition
- Holds Project Managers/Team Leaders accountable for managerial work
- Manage all phases of the testing cycle (unit, integration, UAT, performance)

Qualifications for CRM project manager

- Demonstrated experience in establishing and delivering complex projects

- Proactively track and monitor key performance indicators to ensure project objectives are met throughout the project
- Provide clear and consistent communication of project status within IT and with business partners
- Deep knowledge of retail systems is required, along with familiarity/experience with omni-channel environments (integrated marketing, cross-channel selling and order fulfillment)
- 5+ years of project management and/or delivery experience
- Proven success driving business integration with IT projects, including successful leadership of requirements gathering, testing, and other key business activities within systems projects