



# Example of Product Consultant Job Description

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Our growing company is searching for experienced candidates for the position of product consultant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for product consultant

- Work as a liaison between customers, sales and product management to identify, prioritize and implement product enhancements and bug fixes
- Work with PCG and SBG Marketing on overall sales and marketing material needs for all channels
- Ensure that customer implementation of products is a positive and effective process for customer adoption
- Identify market opportunities for Servers
- Understand competitive products and gaps in offering
- Answer customer inquiries in a professional, courteous and timely fashion, maintaining a high degree of customer service for all support queries and adhere to all service management principles
- Analyse and communicate client concerns as they relate to product offerings, data and marketing policies by documenting recommendations on the client's behalf for product enhancement
- Deliver product training to end users as directed by Client Support's management staff
- Capture client intelligence from all client interactions into the CRM system (Salesforce) to be data based and made available to other departments in the organization
- Conduct effective phone demonstrations on data content and functionality

## Qualifications for product consultant

- Ability to work autonomously and escalate appropriately
- Overseeing the work to formally terminate a project and transfer the completed product to business as usual
- Provide training and support within the Client Consulting team
- Some travel required to visit clients/prospects, and occasionally at short notice