



Example of Senior Manager, CRM Job Description

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Our growing company is looking for a senior manager, CRM. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior manager, CRM

- Deliver solutions with high test automation and ensure deployments into production on demand and independent of interfacing products
- Work collaboratively with other product/program managers and keep business stakeholders sufficiently involved during delivery of features
- Develop real time and shared information delivery mechanisms like build radiators, dashboards and health metrics
- Monitor the delivery metrics to spot trends and take appropriate actions in the spirit of relentless pursuit of quality
- Create the right team comprising of poly-skilled people with ability to work across different technology stacks
- Foster a culture whereby team members are empowered to make decisions in the best interest of the product and willingly take high personal accountability for their decisions & actions
- Guide the team such that they embrace the constructs of a high-performing, self-organising team – ensuring team goals take precedence over individual goals
- Facilitate intelligent risk taking and use every mistake as a team learning opportunity
- Continuously communicate within the team to ensure clear visibility and understanding of their individual roles and growth aspirations
- Lead by example and earn the respect of your team – use principles from 'servant-leader' concept

Qualifications for senior manager, CRM

- Conduct business process analysis and create Fit/Gap report
- Experience with on-premises upgrades and Cloud upgrade/migrations
- Create Solution design to address client business, interface and performance requirements
- Advise on complex MS Dynamics CRM business cases and propose comprehensive solutions based on MS CRM, 3rd parties and customizations
- Provide MS Dynamics SME expertise to client and mentor team members