

CRM SYSTEMS CO-ORDINATOR

JOB REF: 0607

Our client is a market leader in the building materials and products markets in the UK, Ireland and Continental Europe. They now have a maternity cover role available in the Customer Relationship Management team for a CRM Systems Co-ordinator based in Cookstown for 9 - 12 months.

Responsibilities:

- Manage the support of a Group Microsoft Dynamics CRM system for multiple legal entities.
- Creation and maintenance of dashboards across business to assist with mapping and identifying trends in customer data.
- Develop and monitor consistent analytical reporting, with a focus on CRM performance measures to establish baselines and trends.
- Design, implement and present easy to understand visual dashboard representations of data to share with various stakeholders
- Run ongoing inductions and training on the CRM System for new starters and existing members of staff.
- Maintain the integration with other software bolt-ons including Microsoft Navision, Outlook & Marketing packages.

Person Specification

- Previous experience in supporting and managing a CRM system
- Excellent customer service, technical support and strong relationship building skills
- Good written and verbal skills & the ability to liaise with all levels of management
- Previous experience with Database Management.
- Ability to drive out data and manipulate to business requirements

Contact Donna McGurk on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

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