

JOB DESCRIPTION

Implementation Consultant



Workbooks is looking to recruit an Implementation Consultant to join our rapidly expanding business. As part of our service delivery team you will be responsible for ensuring our customers CRM implementations are a success. You'll be responsible for ensuring the success of customer CRM implementations, customer engagement & helping with the strategy for the customer transformation.

It will be your responsibility to ensure design and realisation of functional solutions are fit for purpose and delivered against stated business requirements, assess available technologies, recommend solution options according to the customer's activities and requirements.

As Consultant you may serve as team member or lead consultant and will be able to work independently on client site.

Key Responsibilities:

- Work with the sales team in a pre-sales capacity.
- Help customers to clearly define their requirements through needs analysis and business process reviews.
- Document customer requirements and produce project plans which guide the customers through a successful implementation.
- Define data migration strategies and help customers migrate their data into Workbooks.
- Configure Workbooks to meet customer requirements.
- Project management of implementations, ensuring that milestones are met, and customer expectations are achieved.
- Work with the product management and the engineering teams to influence the product roadmap based on customer feedback.
- Deliver on-site and web-based training.
- Build good working relationships with customers and other members of the Workbooks team.
- To be professional and conduct your-self with integrity at all times.

Skills & Experience:

- 3+ years' experience of CRM and Business Application deployments.
- 3+ years' experience of a major CRM system such as Salesforce.com, NetSuite, Microsoft Dynamics or SAP Business by Design.
- Experience with relationship databases, and ideally the ability to write SQL and use ETL (Extract Translate & Load) tools.
- The ability to run projects, hit deadlines and communicate effectively with customers.

- The ability to listen to customer requirements, ask intelligent questions and professionally challenge assumptions in order to establish key requirements.
- A strong ability to convey technical information to non-technical customers.
- A good telephone manner with the ability to produce well written English.
- Presentation skills.
- A willingness to learn new skills and 'go the extra mile'.
- Good interpersonal skills and a team player.
- Ability to work with stakeholders from different departments.
- Attention to detail and a high standard of work.
- Problem solving, task prioritisation, communication, administration and organisation skills are a key requirement.

About Workbooks

Headquartered at Reading, United Kingdom, Workbooks delivers cloud-based CRM and business applications to growing and mid-market organisations, at an affordable price.

We value our customers and our aim is to make them more successful, which is reflected in everything we do.

Our culture is one of co-operation, creativity and commitment. We're also very friendly and sociable - we've been known to have movie nights, company outings and plenty of cakes!