

Global CRM Manager

- **Newly created position – Join our Sales Excellence & Sales Operations Team**
- **Project manage the development & implementation of a global CRM**
- **Develop & lead workshops, gather requirements & design solutions**

Opportunity for a talented individual looking to take the next step in their career and apply their CRM skills and knowledge across a fast growing, global organisation.

To support the continued growth and success of our business across the globe, you'll work closely with our Head of Sales Excellence & Sales Operations and lead and drive results across the following key areas:

- Manage and actively engage business stakeholders at all levels across the organization
- Transform functional requirements into technical specifications
- Act with accountability as the CRM point of contact supporting the needs expressed and implicit to design; implement and improve continuously the best-in-class CRM solution based on the varied Sales Models
- Be the primary point of contact for all CRM topics including Marketing Automation and CRM initiatives
- Lead workshops, gather requirements and design solutions
- Manage the implementation and delivery of new initiatives with a smooth and effective communication across the organization
- Manage and mentor the sales organization on the CRM topic identifying lack of knowledges and assess the capabilities of the users
- Lead sales transformation and effectiveness initiatives globally to increase sales productivity. Serve as "process champion" to the broader sales organization
- Support the planning and execution of the sales processes e.g. pipeline management, budgeting, forecasting for all sales channels.
- Review existing sales processes and identify opportunities for improvement.
- Develop and execute reporting tools and templates aimed at improving sales management decision making.

Key Success Factors

- Bachelor's degree in Marketing, Finance, Economics, or related field ideal
- Ideally at least 5 years professional experience in a similar capacity – including the likes of Sales Ops, Business Ops, Marketing, or Management Consulting
- **Experience in designing and implementing CRM tool(s)**
- Advanced proficiency with MS Office suite of tools
- Implementation of technology solutions such as BI, CRM, Navision and other sales related technology
- Project management skills advantageous
- Results focused – good track record in consistent delivery of results in previous positions
- Collaboration skills – make things happen even without the formal line of responsibility
- Change management – energized by a change challenge, having the tenacity and perseverance to drive change through

An ideal profile would be someone who has covered the complete process including the technical aspects of introducing a new CRM across a global organisation. You may be someone who has worked their way through the ranks in a management consulting firm looking for a change and opportunity to step up and take ownership to drive results and efficiencies in the CRM space.

Located in the simply stunning Ticino Region in Switzerland, over a third of our team utilise our subsidised public transport benefit and we are only a 10-minute walk to the train station. You'll discover a range of areas within the region that offers affordable living options and you'll never be left wondering how to fill your free time with so many amazing outdoor adventures on your doorstep!

We are also open to considering candidates with the required skills and experience who are looking to work in a hybrid/remote role within the Switzerland and surrounding regions, who would also be available to travel to site one to two times each month.

To express your interest in this opportunity please contact Mel Pantelides, Global Recruitment Lead, email melanie.pantelides@datamars.com