Job Description

CRM Sales Execution Consultant - Targeted Locations+-00162771
Organization: Accenture Management Consulting - Customer Relationship Management
Location Negotiable: Atlanta, Boston, Charlotte, Chicago, Dallas, Houston, Los Angeles, Minneapolis, New York City, Philadelphia, Pittsburgh, San Francisco/San Jose, Seattle, Washington DC

If you join Accenture you can make great ideas happen for some of the world's most dynamic companies. With broad global resources and deep technical know-how, we collaborate with clients to cultivate ideas and deliver results. Choose a career at Accenture and enjoy an innovative environment where challenging and interesting work is part of daily life.

Accenture is a leading provider of management consulting services worldwide. Drawing on the extensive experience of its 16,000 management consultants globally, Accenture Management Consulting works with companies and governments to achieve high performance by combining broad and deep industry knowledge with functional capabilities to provide services in Strategy, Analytics, Customer Relationship Management, Finance & Enterprise Performance, Operations, Risk Management, Sustainability, and Talent & Organization.

CRM Sales Transformation professionals have a specific focus on delivering client solutions that include the following key responsibilities:

- Defining front-office business processes and quantifying the potential benefit of improved sales and sales operations functions
- Understanding and developing points of view on multi-channel sales strategies to align with organizational sales objectives that maximize ROI
- Working with Sales organizations to optimize sales processes, technologies and effectiveness through gap assessments and process re-engineering.
- Providing systems integration and technology services for clients seeking to implement third-party SaaS solutions, through innovative business facing delivery models
- Working with Sales leadership, field sales people, and sales operations personnel to optimize process and technology solutions
- Working "in the field" to drive enablement of business solutions
- Conducting channel optimization and analytics across routes to market

Additional responsibilities may include:

- Manage engagements of various sizes, with responsibility for financial performance as well as project delivery
- Manage day-to-day aspects of work stream activities
- Identify and build successful client solutions, working collaboratively across Accenture's service lines and operating groups to bring the right resources to bear
- Develop insightful analysis and candid recommendations when faced with ambiguity
- Scope and frame engagement approaches, design and drive insightful analysis, and deliver implementation recommendations
- Present analysis and recommendations to clients, from day-to-day contacts up to C-level management
- Help identify and develop client relationships and new business opportunities
- Oversee relationships with third party vendors and agencies
- Lead and contribute actively in firm and practice development initiatives/intellectual capital

- Train/mentor consultants and business analysts

Basic Qualifications:

- Minimum 1 year experience with CRM Sales Transformation and Technologies
- Minimum 1 year formal consultative experience, with proven experience leading sales transformation projects
- Bachelors degree

Preferred Skills:

- Project experience including the following project phases: project ROI and Business Case development, project design, project deployment, project leadership role and project benefits tracking
- Experience in multi-contact center centralized operations environment with multiple contact channels (inbound, outbound, web-chat, e-mail)
- Experience in leveraging technology infrastructure to automate contact center activities with solution components: IVR; CTI; IPCC; Voice portals; Voice recognition
- Familiarity with standard contact center applications Workforce Management (WFM), CRM desktop applications
- 2+ years experience with Salesforce.com

Candidates who are currently employed by a client of Accenture or an affiliated Accenture business may not be eligible for consideration.

Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa.

Accenture is an Equal Opportunity Employer.

Job

Level 2

Primary Location

USA-MN - Minneapolis

Other Locations

USA-NY -New York, USA-MA - Boston, USA-TX - Dallas, USA-WA - Seattle, USA-CA - El Segundo, USA-CA - San Jose, USA-CA - San Francisco, USA-PA - Philadelphia, USA-NC - Charlotte, USA-TX - Houston, USA-GA - Atlanta, USA-IL - Chicago, USA-VA - Reston, USA-PA - Pittsburgh, USA-DC - Washington, DC

Organization

Consulting