

Position Description
Senior Consultant, SAP Customer Relationship Management (CRM) – Interaction Center (IC)

EntryPoint Consulting was started with a focus on providing a place where the best people and the newest technologies could come together to provide top-level, Fortune 500 experience to our mid-market clients. As our track record and our double-digit growth rate demonstrates, we continue to be on the leading edge for our clients. **And that is why we need top performers like you.**

EntryPoint believes in the development of the “whole person”, with an ongoing professional development curriculum and practical experience that encompasses high-demand disciplines of technology, leadership and business process through both individual and collaborative learning experiences.

Great people attract other great people! As a top performing consultant, you want to surround yourself with other top performers. At EntryPoint, working alongside people you respect and trust helps your individual performance which, in turn, helps the client achieve their goals.

We hire entrepreneurially-minded, subject matter experts who know how to drive measurable returns for our clients.

Leverage those skills you’ve worked hard to develop through working with some of the best companies and people around, and bring them to EntryPoint where you can be free from the politics, the bureaucracy and the other big company headaches. Let EntryPoint encourage you to spread your wings and feel the exhilaration of working for a high growth company.

EntryPoint is a business integration consulting firm headquartered in Cleveland, Ohio. EntryPoint provides professional consulting services to mid-market companies and divisions of Fortune 500 firms in a variety of industries throughout the United States.

EntryPoint is a certified **SAP** Services Partner, Reseller and national IBM Regional Systems Integrator.

Our Leading-Edge CRM Practice is about Growth – Supporting the growth of our Clients, growing our corporate expertise and reputation, and growing the breadth and depth of our Consultants’ knowledge and skills.

We help our Clients grow by combining our knowledge of Technology, Business Processes, People and Customer Strategy into one integrated solution. By doing this, our Clients enjoy increased revenues and profitability from increasing the value of their customer base. Our practice breaks down into the following:

- **Technology** – SAP CRM and/or BW or Netweaver/BI – We are a CRM 7.0 Ramp-Up Partner
- **Processes** – Sales, Marketing, and Customer Service
- **People** – Training, Culture Change or Organizational Development
- **Customer Strategy** – Helping our Clients decide WHO are their best customers, HOW to approach them, and WHERE to invest

So to participate in our leading-edge practice, you may be an SAP CRM functional specialist who is seeking to increase their knowledge, either technically or to learn more about CRM in general to increase your value in the marketplace. Or, you may be an SAP CRM technical specialist who seeks to broaden your knowledge into one or more functional areas. Either way, both you and our clients grow.

Required Skills:

We seek experienced consultants who have expertise in some of these areas:

- Information technology experience: Problem Definition, Requirements Specification, System Architecture, System Design, Configuration, Customization, Integration and Testing, Production Cutover and Support;
- Experience implementing SAP CRM (versions 4.0 or greater), Call Center (CIC), Contact Center, Interaction Center (IC)
- Cross Functional Experience: Customer Analytics (Business Intelligence (BI)), Field Sales, Account Management, Lead Management, Opportunity Management, Activity Management, Territory Management, Pricing, Marketing, Lead and Campaign Management
- Knowledge and/or experience in one or more of the following customer processes: sales, customer service, or marketing.
- Good consulting skills with an ability to analyze clients' business requirements, needs and objectives, and map them to best practices as embodied in SAP CRM or SAP BW.
- Ability to translate the business requirements into specific process improvements along with identifying any/all measurable benefits.
- Business process analysis and redesign experience.
- Strong analytical capabilities.
- Gap analysis and strategic roadmap/blueprint development.
- Ability to analyze business problems from both a qualitative and quantitative perspective.

Preferred Background

The successful candidate must possess and be able to demonstrate through client references the following:

- Verifiable (via client references) subject matter and solution expertise – generally viewed as the "go-to" person on a project – acknowledged expert in your area of expertise.
- Terrific "soft skills" leveraged across clients' technical, project and business personnel.
- Minimum of 5-6 years of professional experience (previous consulting, software application/ system implementation and/or specific functional industry expertise).
- Ability to travel 85-100% (although we generally request working four [4] 10-hour days with our clients).
- Energy, enthusiasm and positive-spirit – confident without arrogance.
- Entrepreneurial spirit – will do what it takes to get the job done.
- Exceptional follow-up; never let a commitment slip through the cracks.
- Demonstrated high level of commitment to client success.
- Desire to share technical expertise with team members and the client.

Compensation & Benefits

Compensation packages include competitive base salaries and an above-average performance incentive plan for top performers based on client satisfaction/loyalty, individual contributions to Practice growth and utilization.

Our Spectrum of Benefits is geared toward giving our employees the flexibility they need, and we offer the following to all employees:

- Comprehensive national Medical Plan with low individual contributions
- Comprehensive national Dental Plan with low individual contributions
- Comprehensive national Vision Service Plan with low individual contributions
- Term Life Insurance
- Competitive vacation/holiday program
- 401(k) Plan
- ... and a chance to make a difference!

To apply for this position, contact Ron Kronen rkronen@entrypointconsulting.com
Or phone 360 455 4800