



Position Title: Senior Consultant

Position Description

Since its founding in 1985, ISM has established itself as the **premiere strategic advisor** to organizations planning and implementing CRM initiatives. Our global, best-in-class client base is testament to the outstanding quality of our work and our professionalism. We are currently seeking highly-motivated professionals to join our team.

Key Responsibilities include:

- Educating and guiding our clients through ISM's CRM Strategy & Implementation Roadmap, which is designed to define specific business functional needs and technical requirements for selecting the most appropriate software solution for the client's Customer Relationship Management (CRM) system.
- Executing tasks to support customized consulting assignments related to CRM Roadmap projects. Examples include documenting and improving customer-facing business processes, assisting with organizational development activities, and general project management and coordination.
- Ensuring that project deliverables are completed on-time and in compliance with document quality control standards.
- Follow-up with client to ensure the highest level of customer satisfaction.
- Senior consultants will be mentored/coached by one or more ISM executive who head up the process, organizational readiness or technology practice areas.

Qualified candidates will possess:

- A university degree
- 3-5 years of experience, preferably in the business consulting area
- Professional appearance and demeanor
- Excellent communication skills (written and verbal)
- General knowledge of CRM principles, technology, and approach.

- Ability to work with minimal direction and supervision
- Excellent social and interpersonal skills
- Strong organizational and time management skills and computer proficiency in basic MS-Office tools.

Must be self-motivated, goal oriented, and success-driven. Must have a willingness to work in a varied and fast-paced environment and willing to travel to client sites as required.

Compensation will be based on qualifications and experience.

Please submit resumes by e-mail to thoston@ismguide.com.