



Position Details:

Title: Business Process Consultant
Type: Full-Time
Start: Immediate
Hours: 40+ hours per week
Openings: 1
Location: Baton Rouge, LA
Wage: Commensurate with Experience

Company Description:

HELP Solutions provides objective and valuable expertise in developing and implementing Customer Relationship Management (CRM) software systems. With a proven framework of People, Process, and Technology, HELP Solutions assists small-to-mid market companies in improving the effectiveness of their personnel, the automation of their business processes, and the utilization of technology as a foundation for organizational growth. As Louisiana's premier CRM consultant, HELP Solutions works with our state's most successful businesses. HELP Solutions' client list includes prestigious organizations such as Entergy, Conco Food Service, Business Report, Smoothie King, Louisiana Department of Economic Development, and Greater New Orleans, Inc.

Job Qualifications:

- Bachelor's degree in Business, Computer Science, Mathematics, Management Information Systems, Engineering, or an equivalent discipline. An MBA or advanced degree is highly preferred.
- 3+ years of prior consulting (or equivalent industry experience) in the consumer products and/or transportation industries in a business analyst capacity: Sales and Marketing, Contracts Management, and/or Sales and Operations Planning.
- 3+ years of experience in business process analysis, engineering, and implementation.
- 3+ years of experience with software and databases. Some experience in software development is highly preferred.
- Ability to develop proposals, status reports, and analysis in an articulate and professional manner.
- Outstanding communication, presentation, and writing skills.
- Willingness to travel to client locations.

- Proficiency in Microsoft Office Suite to include MS Visio.
- Experience with Project Management is preferable.
- Experience in Customer Relationship Management (CRM) software (e.g. GoldMine, Sage SalesLogix, SageCRM, MS CRM, SAP, Siebel) is a plus.

Job Description:

HELP Solutions is seeking a professional, innovative, independent-minded, self-driven, business-oriented, IT-savvy individual that can bring a host of skills to our team.

Initial responsibilities will include:

- Analyze client data/requirements and determine best solutions to fulfill client needs.
- Advise clients on alternative methods of solving needs or problems.
- Perform analysis and reporting on existing client business processes.
- Re-engineer client business processes to improve operational efficiencies.
- Consult clients on best practices for People, Process, and Technology.
- Design CRM software systems in accordance with business process analysis.
- Compose Scope and Project Plan documents for client projects.
- Train customers in the use of their CRM software system and how it applies to business effectiveness.
- Train customers on business processes built around CRM implementations.
- Undergo training and development opportunities in order to develop individual skills and keep up-to-date with the latest advances in our technical or functional area.
- Look for further consulting and implementation opportunities that can extend and enhance usage of a client's CRM system, and persuade clients to proceed with these recommendations in a tactful manner.
- Take personal responsibility for solution deliverables. Assist in assuring that project objectives are on time and within budget.
- Demonstrate strong client interfacing skills and abilities.
- Assist in setting and managing customer expectations.

Resumes should be emailed to chris@helpcrm.com.