

D365 CUSTOMER ENGAGEMENT (CRM), SOLUTION CONSULTANT

JOB NUMBER: 20-CE-SC03

Posting Date: December 31, 2020

Start: Immediately

Duration: Permanent Full-Time / Exempt

Location: Remote - Western Time Zone - Canada or US

For Company Information visit WWW.ENCOREBUSINESS.COM

The Position

We have an immediate opening for a Solution Consultant who brings 3+ years of hands-on experience delivering full implementation services of Microsoft solutions such as Customer Service, Field Service, Project Services Automation, D365 Portal, Sales and Marketing.

As a billable project-oriented team member, you will coordinate projects from creation through completion adhering to established project management methodologies and collaborate with members of cross-functional teams that include Solution and Technical Specialists, Developers and Vendors.

Your ability to comprehend complex business processes and confidently guide clients through the proposed solution design while making recommendations contributes to your success at achieving a high level of client satisfaction. You have excellent communication and time management skills, strong business acumen and thrive in a fast-paced and ever-changing environment.

We are a boutique service provider with clients in a spectrum of industries. If you are passionate about delivering value to clients through automation and are seeking an opportunity to participate in multiple facets of projects in various industries, this position may appeal to you.

Key Areas of Responsibility

- Facilitate workshops with client subject matter experts to gather solution requirements.
- Define client processes and write detailed accurate documentation defining functional and technical requirements.
- Assist in high-level design discussions and support overall solution architecture requirements.
- Define and design system integrations, KPI/business intelligence dashboards and code enhancements.
- Configure D365 to meet client needs as defined while implementing with sound relational database practices.
- Design and deliver training to both clients and internal team members.
- Troubleshoot browser application related errors.

- Contribute to company marketing initiatives by sharing your knowledge and expertise via blog articles, webinars and recorded videos.

Desired Skills & Competencies

- University Degree or Diploma in Business, Finance or Information Systems or equivalent experience.
- MB-200 Microsoft D365 Fundamentals certification is preferred.
- Minimum of 3 years practical hands-on experience implementing Customer Relationship Management (CRM) software is required. (preferably Microsoft D365)
- Experience supporting sales executives with prospect meetings, solution demonstrations, project estimates and proposals.
- Growth mindset required with commitment to achieve ongoing Microsoft certifications.
- Excellent presentation skills; strong communication skills.
- Demonstrated problem-solving and decision-making skills.
- Influential in a team environment; challenges status quo to drive continuous improvement and innovation.
- Basic knowledge of development tools is an asset (HTML, JavaScript, CSS).
- Basic knowledge of Enterprise Resource Planning (ERP) applications preferably D365.
- Willing and able to travel; valid driver's license and passport are required.
- Resident of Canada or United States and legally entitled to work in resident country.
- Must be fluent in English – both verbal and written.

Please send your confidential résumé as a MS Word or PDF document to:
hr@encorebusiness.com, quoting the job number in the subject line of your email.

Furthering your success through the alignment of strategy, people, processes, and technology

We thank all applicants for their interest; however, only those candidates selected for subsequent interview will be contacted.