



Description:

Our client is a fully integrated biopharmaceutical company that discovers, develops, and commercializes medicines for the treatment of serious medical conditions.

CRM Administrator with Veeva CRM System

Administration functions include but are not limited to: user management, configuration, customization, report and dashboard development, data management, and technical support for application.

CRM Administrator performs all systems maintenance within Change Management policies

CRM Administrator responds to user requests for CRM data research, often involving complex database queries

CRM Administrator provides second Level contact for resolution of all user issues, answers questions, clarifies Business processes should be personable and customer-service oriented

CRM Administrator develops enhancements, troubleshoots applications and participates in issue resolution

CRM Administrator is responsible for maintaining integrations to and from the CRM

CRM Administrator documents and communicates system and process changes.

CRM Administrator performs testing for upgrades and patches.

CRM Administrator manages 3rd party resources who may be engaged in supporting or extending the CRM.

CRM Administrator collaborates with the Commercial CRM team to help ensure the timely and accurate production of sales reports to the field-based teams and their management.

CRM Administrator liaise with the appropriate Training groups as required to help deliver pertinent training on a schedule that best serves the needs of the business.

CRM Administrator will keep abreast of changes in the marketplace and industry best practices to help ensure the continued effectiveness of CRM system and related applications.

Experience:

Required

Scripting and SQL database management

Working knowledge of back-office systems and transactions management

Minimum three years of CRM Automation experience / Sales Force preferred

HTML/CSS, Java, JavaScript, Visual Basic

MS-Office, particularly Excel

Excellent communication and interpersonal skills are essential, including a proven ability to successfully work and partner across multiple functions

Desirable

Pharmaceutical industry experience

We offer a competitive compensation and benefits package including stock incentives, 401k with company match as well as the expected health and welfare benefits. Comprehensive relocation benefits are available, as required.

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