

About Kekst CNC

Kekst CNC is a leading global strategic communications consultancy. The team of over 250 experienced professionals serve clients from 14 locations in New York, Dallas, London, Munich, Berlin, Frankfurt, Paris, Brussels, Stockholm, Tokyo, Seoul, Hong Kong, Abu Dhabi, and Dubai. As trusted advisors, the firm contributes its expertise on such high-stake matters as: M&A, shareholder activism and governance, crisis communications, restructurings, regulatory investigations, litigation support, investor relations, IPO communications, issues and reputation management, change management and employee engagement, as well as digital and social communications. Kekst CNC is part of the Publicis Groupe, the world's third largest communications group.

Visit our website for more details about Kekst CNC: <https://www.kekstcnc.com>

To support our growing business, we are hiring a contractor on a 12-months basis.

Global CRM Contractor

(f/m/d)

Purpose and scope of role:

You will be working closely with the global Marketing Director and the leadership team across the firm to manage the selection and implementation of a global CRM platform and new processes that support 250+ colleagues at Kekst CNC in their relationship management, business development and marketing efforts.

Main responsibilities:

- Define the firm's global CRM objectives and requirements, working closely with the business
- Support the selection of the global CRM platform, ensuring the integration with other systems (i.e. Pipedrive, e-distribution tool)
- Define processes and governance to ensure ownership and ongoing maintenance
- Manage the roll-out of the global CRM processes and platform
- Support the upload of account, contact and marketing data
- Provide training to all staff (including several Super Users) to ensure adoption and ongoing maintenance
- Develop global CRM process, governance and training documentation

Requirements:

- Experience of running organizational-wide, global CRM implementation projects
- Several years' experience managing CRM systems, preferably within a professional services environment
- Experience of process mapping, identifying inefficiencies and producing new processes
- Sound knowledge of data protection regulations and GDPR as well as applied knowledge of CRM and Data Protection principles
- Excellent communicator, able to work well with colleagues at all levels
- Good influencer, using data and evidence to articulate technical requirements in a non-technical environment

Please send your full application to the following e-mail address:

career-emea@kekstcnc.com

Kekst CNC is an Equal Opportunity Employer. All qualified applicants will receive considerations for employment without regard to race, colour, age, religion / belief, sex, sexual orientation, gender identity / expression, national origin, disability, marriage and civil partnership status, pregnancy and maternity status, or any other characteristic protected under EU, state or local law, where applicable.