

About Kekst CNC

Kekst CNC is a global strategic communications firm that specializes in protecting and enhancing reputations. From 15 locations around the globe, our team of 250 professionals provides expert communications counsel, informed by judgment, insights and data-led analysis. We apply our communications expertise across high-stakes corporate, financial, and political matters, helping businesses communicate effectively through periods of disruption, transformation and growth. Kekst CNC is part of the Publicis Groupe. For more information, visit 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@kestcnc.com

We look forward to your application!

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 parental status, or any other characteristic protected under EU, state or local law, where applicable.