# CRM-ERP Support Specialist Associate

## About God's Love We Deliver

For people living with severe illness in the New York City metropolitan area, God's Love We Deliver provides nutrition therapy, and cooks and home delivers medically tailored meals. We are a non-sectarian organization. All of our services are provided free to clients and full of love.

## About the Role

The CRM/ERP Support Associate will provide critical support as we transition from our current customer relationship management database and will support the use of the new client and production management system. Our existing CRM runs on MS-SQL server, its user interface runs on .NET, and reporting is done via MS-Access. The new CRM/ERP management tool will run within NetSuite, a cloud-hosted, off-the-shelf, customizable application which is being tailored for our needs. A key aspect of this role will be to provide support and access, while remaining vigilant to security implications of all decisions.

## Position Objectives and Expectations

The CRM/ERP Support Associate will combine an in depth understanding of the business needs of God's Love, with an understanding of data, data structures and reporting, along with a drive to provide reporting and data tools to various departments at God's Love.

### Oversight of existing CRM

- Manage day to day operations of current CRM including end user support, report/query provision, troubleshooting
- Create new reports/queries as needed by all staff, including reports/queries which support operations, which comply with funder requirements and which support key strategic decision-making
- Interface with developer regarding fixes, modifications
- Provide training to users
- Provide access to reporting as appropriate
- Manage funder reporting

### Participation in development of new CRM/ERP cloud implementation

- In collaboration with the IT team and other internal and external subject matter experts, participate in planning and design process
- Create and document test cases
- Run test cases and document results
- Create / modify training materials
- Conduct training of department super-users and end-users

### Operational support of new CRM/ERP tool

- Train users in all aspects of the system
- Maintain, update training materials
- Manage permissions and user access
- Support users and troubleshoot issues
- Report, document and track bugs and system modifications
- Create/modify reports as needed

## About You:

You are highly self-motivated, empathetic and client-focused with a strong desire to support our mission.  You are seeking an opportunity that allows you to engage in continuous improvement and problem-solving in a team-oriented environment.

In addition, you meet the following requirements:

- Bachelor's Degree
- Extremely strong Microsoft Access and/or Excel skills (4+ years)
- Understanding of Relational Database concepts
- Experience with MS-SQL server queries (4+ years)
- Well organized, thorough and detail-oriented
- Excellent interpersonal and communication skills
- Strong business and technical writing skills
- Experience in delivering technical training either formally or informally
- Excellent troubleshooting, technical/ creative problem-solving and analytical ability
- Experience in NetSuite a plus
- Experience in data visualization and/or reporting tools a plus

## Interested in Applying for this Role?