

FULL TIME POSITION:

CRM Administrator

Financial Management & Administration Division

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Job Description:

The Department of Small Business Services seeks to hire a Customer Relationship Management (CRM) Administrator who will provide the technical support for the Agency's CRM application, Oracle CRM On Demand.

Responsibilities will include:

- Ongoing technical support of existing application structure:** Provide advanced technical support for user reported issues escalated by first level support resources. Review previous support requests to find system enhancements that can prevent common user errors or issues. Keep up-to-date on new functionality and knowledge released through Oracle and other resources.
- Implementation of enhancements:** Develop new functionality within the system by creating and updating fields, developing custom objects, designing field validations, configuring screen layouts, and establishing and updating workflow rules. Proactively suggest system improvements based on recurring system or user issues.
- Visibility management:** Implement and update roles, permissions, access levels, and other visibility controls as needed based on defined security, usability and other requirements.
- Development of reports:** Create custom analyses and lists in accordance with user specifications.
- Communication:** Monitor Oracle support notifications and route them to key personnel who can alert users or take action as necessary. Notify users about CRM System downtime related to scheduled maintenance and unscheduled outages. Prepare release notes to be distributed to users regarding enhancement roll-outs.
- Data management:** Ensure that the data stored in the CRM system is backed up regularly. Oversee ongoing data cleansing efforts to minimize duplication of records and keep up-to-date information on businesses in New York City. Conduct data imports when necessary to either update records en masse or add a new body of records.
- Development and maintenance of web services:** In order to support key business processes, the Agency CRM System must connect to other Agency applications via web services. Develop web service connections as needed to support critical processes, and ensure that they continue to operate correctly.
- Coordinate with other Agency personnel on development and support:** Coordinate with project managers from Strategic Operations and Agency program staff on defining and implementing system enhancements. Keep program managers informed about critical issues discovered during the development process. Monitor system enhancement and maintenance activities carried out by other staff within the Technology Unit.

QUALIFICATION REQUIREMENTS:

- Experience working with a customer relationship management application, preferably Oracle
- Experience with CRM implementation and administration
- Ability to rapidly understand strategic objectives and suggest solutions
- Strong organizational and project management skills

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- Knowledge of Oracle reporting
- Excellent written and verbal communication skills
- Ability to communicate with Senior Management
- Knowledge of basic SQL concepts and report creation
- Web development experience including HTML, CSS, and JavaScript a plus
- Experience with writing XML and working with web services a plus
- Experience with Call Center software, preferably Oracle Call Center On Demand a plus

Qualifications:

1. A baccalaureate degree from an accredited college and four years of satisfactory full-time professional experience in one or more of the following fields: business administration, marketing, public relations, journalism, law, public market operations, government contracting, urban planning, finance or grant administration, at least 18 months of which must have been in an administrative, managerial or executive capacity or in supervising personnel performing professional duties in one or more of the fields noted above; or

2. Education and/or experience equivalent to that described in "1" above. However all candidates must have the 18 months of supervisory, administrative, managerial or executive experience as described in "1" above.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

CRM Administrator to: **careers@sbs.nyc.gov**

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for **Job ID # 234651**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for **Job ID # 234651**

Salary range for this position is: \$50,000 to \$57,000 per year.

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

If you do not have access to email, mail your cover letter & resume to:

NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038