

## **Associate Consultant, CRM Division**

United Solutions is a leading reseller of Sage accounting, CRM and related software. Based in Marlboro, MA, we are looking for an individual to learn our Sage CRM solutions and assist with client implementations. Your specific background - whether in technology, project management, or just starting out in your career - is less important than your demonstrated evidence of a sincere desire to work hard, learn new technologies, solve problems and develop professional skills that will benefit you going forward.

This is a full-time, permanent position offering a salary commensurate with experience, full benefits and 401K. You will be based in Marlboro, though some travel will be required, mostly to client sites in the Greater Boston and New England areas. We strive for life-work balance, but occasionally you will be asked to work nights and possibly even weekends when a client's project permits no down-time during business-hours. These will always be scheduled well in advance.

The CRM Consultant role requires interacting with sales and service professionals, project estimators, property managers and accounting staffs in the construction and real estate industries. You will be exposed to and come to learn a broad set of industry practices. The goals of these interactions are to:

- understand and document our clients' business and technical needs
- design and deliver solutions that leverage Sage CRM, USI integrations, and other tools as necessary
- support clients in all phases of their project, from initial design discussions through development, testing, training and support

### ***Technical skills***

The Associate CRM Consultant role does not require advanced technical or programming skills, however you'll need to learn and work with a number of different software packages. So a high level of comfort and aptitude in learning new software is a key requirement. Other helpful skills:

- Microsoft Office, especially Word, Excel and Access
- Microsoft SQL Server or other database management system
- HTML and/or JavaScript / jQuery
- Microsoft Windows and Windows Server operating systems

### ***Non-technical skills***

- positive, confident, professional demeanor
- flexible, able to balance multiple tasks and adjust priorities as needed
- strong written and verbal communications skills
- self-reliant, willing to tackle and take ownership of new challenges

### ***Desirable but not required***

- project management: documenting client needs, mapping needs to deliverables, keeping team informed and focused
- some knowledge of accounting, especially in the construction or real estate industries
- exposure to a CRM package

If you enjoy working in a friendly albeit challenging, team-oriented atmosphere, and want to improve your business analyst / consulting skills and learn new technologies, then please submit your resume and cover letter to [careers-crm@u-s-i.com](mailto:careers-crm@u-s-i.com). In your cover letter, please include a brief paragraph each on:

1. your most challenging technical accomplishment to-date
2. a non-technical business improvement you either thought of or implemented