



POSTING TITLE: Consultant, CRM & Data

DEPARTMENT/OFFICE: Foundation Team

DUTY STATION: Remote

DURATION: As soon as possible – 31 July 2022

POSITION SUMMARY

The Foundation for the Global Compact seeks a highly motivated product management professional to support the strategic rollout and development of its Salesforce CRM. The Foundation for the Global Compact directly supports the United Nations Global Compact which is a call to companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals, such as the Sustainable Development Goals.

The Consultant, CRM & Data, will support the Digital Team on the planning and implementation of Salesforce as the Global CRM for both the UN Global Compact Office in New York as well as all Global Compact Local Networks around the world. The Consultant will work closely with various stakeholder teams within the UN Global Compact to design and incorporate operational procedures to manage critical participant data and establish transparency and collaborative success across all teams and Local Networks globally.

DUTIES & RESPONSIBILITIES

- Support the design and implementation of the CRM database and technological infrastructure
- Support Global Compact Local Networks in onboarding staff to the CRM, as well as align local business processes with the global database
- Demonstrated experience with multi-stakeholder engagement and dialogue, as well as project management and presentation skills
- Demonstrated skills and experience with Salesforce (or another CRM), Pardot (or another marketing automation tool) for data management, and data analysis
- Identify key areas of business processes for automation and optimized efficiency
- Conduct data analysis and visualization via the Reports & Dashboards functionality in Salesforce
- Support the integration of native and external digital products to the CRM, particularly focusing on Pardot, Zoom, and the UN Global Compact Academy, currently based on a Docebo learning management system.
- Upkeep user licenses and budget planning related to the CRM Rollout



COMPETENCIES

- Ethical Practice: Ability to integrate core values, integrity and accountability throughout all organizational and business practices.
- Critical Evaluation: Ability to gather and interpret data to support making business decisions and recommendations. Ability to thrive in a complex environment and distill complex situations.
- Agility: Fast, curious learner who questions the status quo and is capable of making sense of complexity. Ability to connect actions / decisions to broader (downstream) implications and can adapt to achieve results.
- Communication: Ability to speak and write clearly and effectively; listen to others; correctly interpret messages; effectively convey information; demonstrate openness in sharing information and keeping people informed.
- Environmental & Organizational Awareness: Leverage environmental & organizational insight to improve talent and business outcomes; demonstrates enterprise thinking. Ability to understand the organization's overall strategy, operations and organisational model.
- Global and Cultural Effectiveness: Ability to value and consider the perspectives and backgrounds of all individuals.
- Relationship Management: Ability to manage interactions to provide service and to support the organization.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

EDUCATION:

- Bachelor's level degree as a minimum required

WORK EXPERIENCE:

- 5 years of relevant work experience, ideally in product management or project management, and ideally 3 years of experience using and navigating Salesforce and Pardot
- Excellent planning and organizational skills
- Excellent written and verbal communication
- Demonstrated ability to prepare executive level written and oral presentations
- Proficiency in English and Spanish is required; Additional proficiency in French or another UN language is preferred

RECRUITMENT PROCESS

Please include the following materials in your e-mail submission to **hrinquiries@unglobalcompact.org** with the subject heading "**Consultant, CRM & Data**"

1. Cover Letter



2. Resume/CV

- Applications will be accepted until **11 November 2021**.
- Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.