



Job Posting
Salesforce CRM Consulting Services
Metro DC /Alexandria, VA

Summary

The Mattress Recycling Council (MRC) seeks a qualified consultant to guide the organization with the selection, development and implementation of a Customer Relationship Management (CRM) system to support statewide mattress recycling programs in Connecticut, Rhode Island and California (known as [ByeByeMattress](#)).

Formed by the International Sleep Products Association (ISPA) in 2013, MRC is a non-profit organization headquartered in Alexandria, Virginia whose purpose is to implement mattress recycling programs in states with mattress recycling laws. These programs are funded by a fee collected on the sale of each mattress within the state. MRC's objectives are aligned with these laws: to promote and encourage the proper recycling of mattresses at end of life.

About the MRC

In 2013, Connecticut, Rhode Island and California enacted mattress recycling laws creating the statutory framework to fund the collection, transportation and recycling of discarded mattresses. Connecticut was the first state to implement its program in May 2015. Rhode Island and California followed in early 2016. Important information about each state law is described in detail from MRC's website: www.mattressrecyclingcouncil.org.

MRC has designed each state program to meet the requirements of each law. To fund the program, retailers collect a fee from the sale of each mattress, and then remit that fee to MRC. MRC uses collected fees to pay for transportation, recycling, consumer education and program administrative costs.

Responsibilities

We currently operate without a CRM and have an immediate need to capture data from mattress manufacturers, retailers, solid waste facilities and other entities that make our programs successful. MRC is seeking a part-time temporary staff person (Consultant) located in the Metro Washington D.C. area to oversee the implementation of a Salesforce CRM solution. The consultant will work with MRC staff to develop a specification to hire a Salesforce developer (Developer), customize and implement the solution, and train MRC staff.

MRC has defined the needs of the CRM as well as identified the main users of the system. The Consultant will be required to research and recommend potential Developers and guide MRC in its selection decision. There can be no conflict of interest, past or current relationship between the MRC Consultant and prospective Developers. The Consultant will be the primary liaison between MRC Management and the selected Developer throughout the customization and implementation process.

This is a stand-alone position with little technical support from MRC. Candidates must have strong experience using and implementing Salesforce solutions. MRC has a strong preference for Consultant to find Developers in the Metro Washington D.C. area. The Consultant will work closely with the selected Developer and must quickly respond to Developer requests to keep the project on-time and in-budget.

Successful candidates will have experience with:

- technical aspects of Salesforce products
- integrating data from Microsoft Dynamics and Great Plains.
- customized solutions based on previously defined needs
- on-time project management and timeline projections
- budgeting and cost projections
- staff training

Required Skills & Qualifications

- Proficiency in Salesforce and Microsoft Office suite including Outlook, Word, Publisher, Excel and PowerPoint
- Excellent communications skills, both written and oral
- Ability to set priorities and multi-task
- Excellent organizational skills
- Ability to understand complex situations

Compensation

This is a contract position paid as a 1099 contractor with no benefits offered. The full engagement should last no more than 12 months. Anticipated work will vary significantly depending on project needs. Work will be done both onsite in our Old Town Alexandria, VA office as well as from your own remote office. MRC will fill the position in early 2017 and will require full software integration by the 3rd quarter of 2017. The Consultant will report directly to MRC's Managing Director.

Contact Information

Candidates should provide resume, references specific to previous Salesforce projects, implementation timeline, projected hours required to complete each phase, hourly wage and work history resume. Additional details are available upon request.

To apply, please email opportunities@mattressrecyclingcouncil.org. Indicate "MRC Salesforce Consultant" in email subject line.