HIRING OPPORTUNITY: CRM ADMINISTRATOR

Position: full-time. **Location**: Cape Town, South Africa. **Start date**: 1 September 2020.

Are you an innovator at heart? Do you love all things tech? Is process improvement your passion? Then HouseME is for you! HouseME is disrupting the residential rental industry by using technology to make it easier and more affordable to rent, for both landlords and tenants. It is one of South Africa's most promising tech start-ups, and is hiring a CRM administrator to help them scale their operations.

What you'll do:

- Build automated workflows: working closely with our operations team as your internal client, you'll design, implement and maintain automated workflow on Zoho CRM to streamline our sales processes.
- Configure and maintain our client email system: working closely with our communications team, you'll configure and maintain our support ticket system (Zoho Desk), create assignment rules, monitor that emails are rendered correctly, oversee the integrations with the various apps (Zoho CRM, Zoho Desk, Zoho Campaigns, Zoho Books).
- Maintain the connection between CRM and our app: working closely with our software development team, you'll ensure that the sync between our app and Zoho CRM is passing the required information at the right time, build integrations, maintain the relay, troubleshoot in the event of bugs.
- Product manage the CRM/Zoho ecosystem: as new apps are required, project manage the roll-out, ensure security protocols are in place, assist in training and getting staff onto the new systems and processes, monitor the correct adoption of the new processes.
- Reporting: using Zoho CRM and other Zoho reporting features, assist our management team in drawing up reports on the usage and performance of the processes you are automating and the agents making use of the CRM and Zoho apps.
- Research Zoho applications, features or integrations that would make processes more efficient and make recommendations to line manager.

What you'll need:

- A diploma in computer science, business science analytics, or equivalent.
- 1-3 years' work experience in information systems, process management, or equivalent.
- Ability to build/maintain/troubleshoot API integrations, write basic programming scripts (e.g. in Python or equivalent).
- Proficiency in and affinity for the latest technology in CRM and process automation. Familiarity with Zoho, Salesforce, Zendesk, Zapier, or equivalent CRM / process automation software.

- Ability to project manage various projects from start to finish simultaneously is a must.
- Autonomy, time management skills, and resourcefulness. Ability to perform under pressure, prioritise wisely, and quickly adapt to new responsibilities as we grow.
- A passion for changing the status quo, and have a reason to want to work in a tech startup.

What you'll get:

- An awesome team of like-minded people who are working towards a vision of making rental better for everyone.
- A competitive salary.
- Opportunities to grow within the company.

To apply, send a CV and motivation letter to hiring@house.me by 23/8/2020 12h00.