

## Salesforce Consultant Roles

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### General Overview

Brooke works with clients tackling the need to improve their service and become more customer-centric through digital transformation. For some it's a matter of evolution, for others it's a matter of survival.

We're looking for more than just good system integrators and developers to solve these challenges... We're looking for great people who are passionate about creating a better customer service experience and who can genuinely influence, direct and deliver the very best possible ROI for our clients. We aim to be our clients' trusted partner for their digital transformation journeys and all team members have an important role to play.

### Consultant Role: Minimum 5 years' experience in Salesforce required

#### In the first 3 months

- Relationships: Form important working relationships with the key people within Brooke, and with our platform partners Salesforce, that will help you achieve success in your role. These are all wonderful, intelligent people who share a strong focus on differentiating and winning in the market. You will work alongside our Salesforce Customer Experience (CX) practice lead and support Brooke's strong working relationships with our clients by helping them think through their challenges in delivering outstanding customer journeys.
- Approach: Understand the "Brooke Way" and deliver quality outcomes for our clients. We place a lot of emphasis on the Brooke Way as our differentiator in winning and delivering work.
- Sales Support: Assist the Sales team to complete technical responses as part of the preparation of tenders and proposals, provide quality assurance for our technical customer support. It's likely you'll need to hit the ground running in this key part of your role.
- Certifications and Training: To be successful in the role, you will need to be (or be supported on the path to become) a certified expert in the Salesforce Service Cloud platform, including Lightning. You will maintain certification along with keeping abreast of the latest enterprise technologies and applications that influence the digital transformation landscape. If you have certifications in MuleSoft (or other integration platforms), these credentials will also be highly valued.

#### Ongoing Role

- Overseeing and delivering integration development work for clients as a consultant and senior developer, you will support the creation of the shared success stories for which Brooke is renowned.
- As one of the standard-setters for how Brooke does Salesforce development, you'll have a strong role in mentoring junior developers and also contribute to the Brooke Academy's Salesforce training practice.
- As a part of the channel partner team with Salesforce, you'll constantly evaluate the toolkits and training we need to be successful with our customers. Working closely with the Salesforce teams will be integral.
- You will be involved in ongoing Sales and Marketing support for events, tenders and proposals to help in enhancing Brooke's reputation as a leader in Business and IT transformations.

If this sounds like you, we would love to have a chat about opportunities in our team. To apply, send your resume to [confidential@brooke.global](mailto:confidential@brooke.global).