






Senior Human Centered Change Consultant


Gurgaon, Haryana, India · Reposted 1 week ago · Over 100 applicants

 On-site · Full-time

 Skills: Training Plans, Change Initiatives, +8 more

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  Am I a good fit for this job?  How can I best position myself for this role? 

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About the job

To get the best candidate experience, please consider applying for a maximum of 3 roles within 12 months to ensure you are not duplicating efforts.

Job Category

Customer Success

Job Details

About Salesforce

We're Salesforce, the Customer Company, inspiring the future of business with AI+ Data +CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place.

We are in search of an exceptionally talented Change Management Specialist proficient in [Salesforce.com](#), possessing a Prosci certification, with a technology or digital transformation background, and a minimum of 6 to 7 years of professional experience, including 2 to 3 years specifically in change management and Instructional Design. As an integral part of our team, you will be pivotal in guaranteeing the smooth integration of change initiatives across our organization.

Responsibilities

- Change Strategy Development:
 - Collaborate with client stakeholders to develop comprehensive change management strategies for [Salesforce.com](#) implementations and digital transformation projects.
 - Analyze the impact of technological changes on business processes and formulate strategies to address organizational challenges.
- Prosci Certified or equivalent expertise:
 - Leverage Prosci methodology to plan and execute change initiatives effectively.
 - Apply Prosci principles to assess organizational readiness, identify key stakeholders, and develop targeted communication and training plans.
- Training Strategy, Plan and Development:
 - Design, develop, and implement training programs tailored to the needs of diverse stakeholders, encompassing employees, managers, and executives, to ensure effective acquisition of skills and knowledge for successful [Salesforce.com](#) technology adoption.
 - Utilize instructional design principles and adult learning methodologies to create engaging and effective training materials.
 - Provide ongoing support and resources to facilitate continuous learning.
- Stakeholder Engagement:
 - Identify and engage key stakeholders across the organization to build support for change initiatives.
 - Foster a culture of collaboration and open communication to ensure successful change adoption.
- Communication Planning:
 - Develop clear and concise communication plans to articulate the benefits of change and address potential concerns.
 - Implement communication strategies that resonate with various audience segments.

- [Salesforce.com](#) Integration:
 - Work closely with [Salesforce.com](#) administrators, BAs, Solutions Architects and developers to understand system changes and ensure alignment with change management strategies.

Qualifications

- Prosci Certification or equivalent is mandatory.
- Demonstrated experience in change management within the context of technology implementations. Salesforce experience is a plus
- Background in technology or digital transformation projects.
- Minimum of 3 years of Instructional Design experience.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal abilities.
- Proven ability to collaborate with cross-functional teams.

Education

Bachelor's degree in Business Administration, Information Technology, or a related field. Master's degree is a plus.

If you are a results-oriented Change Management Professional with Prosci certification, expertise in [Salesforce.com](#), and a strong background in Instructional Design, we invite you to apply and contribute to the success of our organization's transformative initiatives.

Accommodations

If you require assistance due to a disability applying for open positions please submit a request via this [Accommodations Request Form](#).

Posting Statement

At Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more. Learn more about Equality at [www.equality.com](#) and explore our company benefits at [www.salesforcebenefits.com](#).

Salesforce is an Equal Employment Opportunity and Affirmative Action Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Salesforce does not accept unsolicited headhunter and agency resumes. Salesforce will not pay any third-party agency or company that does not have a signed agreement with Salesforce.

Salesforce welcomes all.