Standard Operating Procedure

**Task:** Zoho CRM Leads Management

**Task Type:** IT Staff/Web/CRM Management

**Purpose:**  To establish guidelines for managing Zoho Leads and other platform issues. IT Staff/Web Developer/CRM Manager is responsible for following this SOP

**Procedure:**

Step 1: Logging in to Zoho

Step x: Uploading Leads

Step x: weekly leads counter checking Zoho and website

Step x: Creating weekly reports and sending to CEO/Manager

**Reporting**

**relationships:** This position reports directly to [Name of Manager/CEO] of [Company Name]. This position also works with other remote freelancers on xxx xxxx

**Status and hours:** Flexible