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# Example of Product Training Manager Job Description

Our company is searching for experienced candidates for the position of product training manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for product training manager

* Partnering with Support team managers to identify needs and requirements and providing feedback for goal achievement and areas of focus
* Partnering with Support teams to define and implement operating procedures and information flow and systems to provide answers to common questions and problems
* Evaluating call and support metrics, analyzing trends and ensuring volume of work produced meets product and service and quality standards
* Contributes to the development of the Client Support function and resources
* Training of new sales employees in with particular accountability around first year of employee tenure
* Manages the online or e-content, communicates pre-work assignments, tracks completion status and generates reports
* Works with Legal and Compliance teams as necessary to ensure all training materials are approved by utilizing the ZINC approval process
* Maintains a master calendar of sales training events and timelines
* Oversees all expense management accociated with sales training event planning and execution
* Partner collaboratively with key internal and external customers and subject-matter experts

## Qualifications for product training manager

* Ability to perform under pressure and in a fast-pace environment
* 5+ years of experience managing customer programs in Product organizations, online communities or social media platforms
* Bachelor degree in technology, business, communications, marketing, advertising, public relations, media studies, business and/or related fields, MBA preferred but not required
* Bachelor degree (BA/BS) or equivalent experience required
* Candidates must demonstrate sound knowledge of pharmaceutical/medical sales or marketing experience including sales training
* Candidates must demonstrate sound knowledge of developing and delivering clinically focused training and sales result related training