



## Example of Client Trainer Job Description

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Our growing company is looking to fill the role of client trainer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

### Responsibilities for client trainer

- Closely partner with appropriate field team and others on a formal and informal basis to achieve customer training and usage/revenue goals participate in territory strategy and drive overall customer satisfaction
- Grows assigned revenue by effectively partnering with appropriate Sales Representatives to conduct quality pre-sale demonstrations and trainings and by asking probing questions to uncover potential product needs
- Delivers exceptional customer service to large and medium law firm customers
- Develops a virtual presence in law firms via telephonic and web-based communication
- Maintain a superior level of knowledge and understanding/expertise on Westlaw, other business of law products and practice areas relevant to law firm customers
- Maintain high level of knowledge and understanding of the business, systems, promotions and Thomson Reuter's objectives and all other applications as appropriate
- Accurately log and reports daily activities via various business systems and departmental processes
- You create standardized training programs and materials that meet customer needs and support both online, self-guided and face-to-face trainings
- You ensure the quality and consistency of training content throughout a course lifecycle
- You coordinate and support new client trainings to maximize adoption of the

## Qualifications for client trainer

- Work with the marketing team to write and produce custom training videos
- Foster partner relationships that benefit the growth of the program
- Assist customers with understanding new ways to work
- Strong understanding of Cisco and Microsoft Collaboration suites and organizations
- Background in training and/or project management is preferred
- Must have passion for driving customer success