



# Example of Client Trainer Job Description

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Our growing company is looking for a client trainer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for client trainer

- Work on projects from time to time
- The successful applicant must possess excellent customer service qualities and help to build/expand our customer engagement projects
- Proactively / reactively provide Customer training via on-site visits, WebEx, phone or email to incorporate Platts' services into their workflow and drive customer satisfaction and retention
- Collect report and act on Voice of the Customer feedback acquired from Customer interactions
- Designs, modifies, or develops instructional materials for multiple training modalities including traditional instructor-led classes, web-based/virtual classes, websites, videos and job-aids
- Creates excitement around the software product launches and provides the client with the benefits of utilizing the product
- Conducts traditional classroom or web-based training sessions, using effective presentation skills, verbal communication skills, and classroom management skills at BK facilities or client locations
- Prepare and facilitate Client Service Center learning courses across several topics
- Provide consultative product training with customers at client site or via remote techniques
- Deliver product presentations to Senior Executive level in support of Sales and Marketing initiatives

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- Experience in developing and delivery of applicable training subjects (such as CPR/AED/1st AID, locally mandated licensing training, etc)
  - Ability to interact effectively with individuals from all levels of the organization and from all backgrounds
  - Ability to design, develop, and present training programs and facilitate seminars, as needed
  - Excellent oral and written communications skills and excellent interpersonal skills
  - Ability to establish and maintain effective working relationships with colleagues, customers, and vendors
  - Define & facilitate immediate training requirements for biweekly or weekly sessions