

Job Description and Personal Specification

Job Title: Customer Trainer

Date: 01.06.2022

Reporting to: Head of Project Delivery

Ref:

Function: Projects

Author: Head of Project Delivery

Location: Exeter

Job Purpose

We are looking for an enthusiastic friendly customer focused person to educate and train on our portfolio of communication solutions. The right candidate will have the confidence to present to groups of customers in different scenarios. They will have the ability to adapt training methods to meet all levels of ability. Previous experience is not essential but would be helpful.

Principal Responsibilities/Duties

To be successful in this role you will be providing technical and more in-depth knowledge, maximising the capability and ensuring our customers satisfaction following the product installation. This is to be accomplished by arranging a virtual or site visit with customers shortly after their new telephony system has been installed.

- Ability to travel to customer locations and stay away from home each week, where required.
- To be familiar with customers' requirements in planning of training schedules.
- To be familiar with customers ordered solution and tailor applicable training for their users and administrators.
- Ability to deliver training remotely via a method of video conference.

Essential Skills

- Great organisational and time management skills
- Ability to manage a varied workload
- High level of administrative skills and attention to detail
- Flexibility
- Good working IT knowledge

- Exceptional verbal and written skills

Requirements

- Previous experience in customer facing role
- This role requires full and clean UK driving licence and candidates will require DBS check