**Job Purpose**

The primary purpose of this role is to provide support, consulting and training to customers. Consultation services are usually provided at customer locations; therefore usually travel will be necessary.

**Key Responsibilities**

Responsibilities include but are not limited to the following:

* Develops product and [training documentation](https://www.trainersbox.net/store/p137/Train_The_Trainer_Templates_Bundle.html) as well as product testing and support
* Conducts and support presales demonstrations
* Delivers specific [product training courses](https://www.trainersbox.net/store/p8/presentations.html.html) with the ability to consult on the specific use of the products within the target client environment
* Develops [training programs](https://www.trainersbox.net/store/p8/presentations.html.html) for users with various computer abilities to promote learning and provide autonomy
* Prepares product [user manuals](https://www.trainersbox.net/quickest-start-up-guide-for-active-training.html) taking into account the continual evolution of the products and the need to provide documentation that meets the client's requirements
* Tests new product versions on a various consumers types
* Provides assistance to customers including telephone support, investigation of issues, direct consultation with the client and resolution of product queries
* Prepares and conducts Presales demonstrations with assistance of the Sales Manager.

**Job Prerequisites**

[Ability to communicate](https://www.trainersbox.net/store/p121/50_Tips_on_Excellent_Communication_for_Life_Presentation_Kit.html) across all departmental levels at the provider and client ends. [Excellent written, verbal, communication](https://www.trainersbox.net/store/p121/50_Tips_on_Excellent_Communication_for_Life_Presentation_Kit.html) and presentation skills, highly proactive and innovative, has ability to work in and [lead small teams](https://www.trainersbox.net/store/p119/50_Golden_Rules_of_Leading_Teams_Presentation_Kit.html), strong organization and [time management skills](https://www.trainersbox.net/store/p117/50_Surefire_Tools_to_Get_Work_Done_on_Time_Presentation_kit.html), sound computer and internet skills and experience with necessary applications.

[See Management Templates which can be useful for Training Consultants - Click here.](https://www.trainersbox.net/store/p135/Project_Management_Templates_Bundle.html)

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