

Training Consultant Job Description

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](#) as well as product testing and support
- Conducts and support presales demonstrations
- Delivers specific [product training courses](#) with the ability to consult on the specific use of the products within the target client environment
- Develops [training programs](#) for users with various computer abilities to promote learning and provide autonomy
- Prepares product [user manuals](#) 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](#) across all departmental levels at the provider and client ends. [Excellent written, verbal, communication](#) and presentation skills, highly proactive and innovative, has ability to work in and [lead small teams](#), strong organization and [time management skills](#), sound computer and internet skills and experience with necessary applications.

[See Management Templates which can be useful for Training Consultants - Click here.](#)

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