



<b>Position Description:</b>	<b>Customer Trainer</b>
<b>Start Date:</b>	<b>Immediate</b>
<b>Reports to:</b>	<b>Director of Operations</b>

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Are you passionate about helping people learn new things and love software?

Can you skillfully communicate business processes to users of all technical levels?

eSCRIBE Software is seeking a Customer Trainer who is passionate about teaching and educating clients, to join its team in Markham, Ontario. This self-motivated, highly organized individual will be responsible for providing customer training for eSCRIBE's industry leading Meeting Management software solution both remote and onsite across North America.

#### **You will:**

- Provide training to customers on the eSCRIBE Meeting Management software both remotely and in-person
- Assist customers in aligning their business practices to make the best use of the eSCRIBE solution
- Participate and contribute in product release activities for training material and product knowledge content development
- Continue to stay on top of eSCRIBE product knowledge to enable customers the best opportunity to learn the products
- Interpret client feedback to identify improvements to the eSCRIBE product and opportunities to improve the training curriculum and customer help portal
- Work with support to analyze post-implementation client support tickets to identify opportunities to improve training and improve the overall customer experience

#### **What you will bring to the team:**

- Minimum of 5 years of experience providing customer facing training on software tools. Preference will be given to individuals with prior public sector experience (State/Local/Education preferred)
- Excellent presentation skills both over the phone and in person to groups of various sizes



- Excellent written and verbal communication skills
- Ability to apply industry standard learning principles in instruction and course material design
- Ability to work independently with minimal supervision and to manage multiple projects and varying priorities
- Ability to communicate technical concepts to end users in a user-friendly, easily understandable way
- Proven experience training a diverse group of learners with varying degrees of computer technology exposure and comfort levels
- Strong proficiency with the Internet, Microsoft Office and GoToMeeting tools
- Knowledge of online learning software and web help platforms
- Experience working with public sector, or training on Meeting Management tools are an asset

### **What we will offer you:**

- Opportunity to be a part of a growing amazing team
- Competitive salary and 100% employer-paid benefits with health spending account
- Birthday lunches & daily snacks
- Fun casual team environment
- Flexible work from home opportunities
- Quarterly team building activities

### **Apply**

If you think you have what it takes to become part of our team, please send your resume with the Position Title listed in the subject line to [careers@escribemeetings.com](mailto:careers@escribemeetings.com). While we thank all applicants, only those selected for interviews will be notified.