

Training Coordinator

Job Summary:

We are looking for well-rounded, energetic, experienced Training Coordinator that will be responsible for conducting training and support for specific software for both company employees and customer staff. Civica CMI is looking for someone who has creativity, teaching experience, and a passion for providing outstanding customer service. This person will be on the front line so it is essential and imperative that the qualified candidate be able to express themselves clearly and concisely.

Job Responsibilities:

- Train clients in person or via the Internet in a webinar or online chat.
- Mentor, train, and help professionally develop new-hires and existing employees in the organization
- Identify training needs that are aligned to company's vision.
- Create coursework from the ground up as needed.
- Provide ongoing staff training through product lifecycles and changes.
- Effectively use a variety of technology such as web, slide decks, projectors and technology-based assessment tools.
- Assess and document trainees' progress, performance and program effectiveness
- Track metrics regarding attendance, satisfaction, and use of trainings.
- Other responsibilities can include creating presentations, going to the customer and providing site support, managing account lists, and assisting with software development and updates.

Qualifications:

- Proficiency in use of computers, spreadsheets, and computer processing a must.
- Excellent communication skills and be able to present information in an understandable and clear way.
- Knowledge of and/or experience in a municipal government setting a plus.
- Excellent analytical and problem solving skills.
- Experience with Adobe Connect is preferred.
- A B.A., B.S. in Business, Communications, Education or related field experience equivalence.
- Work with the software team and sometimes assist developers, and as such should be able to work well with groups.
- Ability to meet deadlines, perform duties with accuracy.
- Flexibility and willingness to assume new duties and responsibilities.
- Ability to maintain confidential information.
- Self-reliant, ambitious, with a desire to succeed.
- Software trainers should be very versatile with respect to working hours; they may work typical business hours one week, then be expected to travel and make multiple presentations the next week.
- A desire to provide a great customer service experience for all Civica CMI clients a top priority.

Company Information:

Civica CMI is a **Civica Group Company**. **Civica** is an international market leader in specialist IT systems and business process services for the public sector. **Civica CMI** is a full-service computer consulting, software development, and systems integration company, committed to providing complete and well-supported solutions to meet the needs of its clients. **Civica CMI** provides an excellent benefit package for full-time employees, including medical, dental, vision, short term and life insurance, and a 401k plan. **Civica CMI** will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin.