



POSITION DESCRIPTION – Trainer/Consultant

An opportunity exists for a customer focused Trainer/Consultant (Permanent Fulltime or Part-time), within our Local Government team, located in Brighton Victoria.

The primary purpose of this role is to provide support, consulting and training to our customers on City manager software. The training will be provided at customer sites located throughout Victoria and New South Wales, therefore travel will be necessary.

KEY RESPONSIBILITIES:

- The primary role of the consultant is to deliver training and consulting support services to Xpedite's clients in the effective use of the City Manager – Aged Care/Food Services and or Family & Children Services
- The secondary role is the development of product and training documentation as well as product testing and support.
- The consultant will also conduct and support Presales demonstrations.

Responsibilities:

- Deliver specific product training courses with the ability to consult on the specific use of the products within the target client environment.
- The development of training programs for users with various computer abilities to promote learning and provide autonomy.
- Preparation of product user manuals taking into account the continual evolution of the products and the need to provide user friendly documentation.
- Testing of new product versions on a variety of database platforms.
- Provide assistance to Xpedite's customers including telephone support, investigation of issues, direct consultation with the client and resolution of product queries.
- Preparation and conduction of Presales demonstration with assistance from Sales Manager.

KEY SKILLS TO BE SUCCESSFUL IN THE ROLE:

- Experience in Local Government Community Services would be preferable.
- Able to communicate across all levels of end users.
- Excellent written, verbal, communication and presentation skills.
- Highly proactive and innovative.
- The ability to work in a small team.
- Strong organisation and time management skills.
- Sound Computer Skills – experience with Microsoft Office Suite.

Other

- This role requires the consultant to be prepared to travel mainly within Victoria and to a lesser degree New South Wales.
- Current Driver's Licence and reliable vehicle are required.

Please apply directly by forwarding your CV to admin@xpeditepro.com.au

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