

# Customer Trainer



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Aug 20, 2024

Published : Jul 20, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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**Visier is the leader in people analytics and we believe in a 'people-first' approach to business strategy. Our innovative technology transforms the way that organisations make decisions, allowing them to elevate their employees and drive better business outcomes. Embarking on an exciting new chapter in our growth story, we are looking for talented individuals who can help both Visier and our customers grow, evolve and win!**

Visier University is dedicated to creating best-in-class learning experiences for our customers. Our trainers make it easy for customers to realize the full value of our solutions, fostering strong customer relationships, ultimately, driving customer adoption, retention and renewal. As a result, this role is high-impact and ties directly to our top-line objectives and priorities.

To best support our customers across various locations, we prefer to hire this role remotely within Canada, ideally in the Eastern or Atlantic time zones.

### **What you'll be doing...**

- Delivering instructor-led training to customers via virtual and in person classrooms
- Working with customers and colleagues to ensure training experiences are supporting defined learning objectives
- Evaluating and collecting feedback from customers/learners on curriculum, activities, learning environments, and impact
- Developing delivery strategies that maximize engagement, retention, and adoption
- Incorporating change management practices into training strategies, where applicable
- Supporting and reviewing content creation across both eLearning and ILT catalogs
- Maintaining an in-depth technical knowledge of Visier products
- Providing ongoing feedback and insight to maximize training impact, platforms, and resources
- Supporting special projects as needed

### **What you'll bring to the table...**

- Qualifications in Education, adult learning, facilitation/training, coaching, instructional design, or an equivalent combination of experience and professional certifications
- An experienced facilitator/trainer, you've delivered technical training to external audiences or customers
- A confident creator, you've built ILT courses that deliver technical concepts to audiences of varying technical knowledge
- As a skilled communicator, you excel at engaging audiences with varying levels of technical understanding, using appropriate language and content to distill complex topics into simple, accessible concepts
- Experience working in the technology or SaaS industry is preferred

### **Most importantly, you share our values...**

- You roll up your sleeves
- You make it easy
- You are proud
- You never stop learning
- You play to win

The base pay range for this position in Canada is \$65k - \$80k / year + bonus

The compensation offered will be determined by factors such as relevant qualifications, experience, knowledge and skills. Many of our positions are eligible for additional types of compensation (e.g., commission plans, bonus, etc.) which our Talent Acquisition team will share with you if you interview for the role.

### **See the #VisierLife in action**

[Instagram](#) - @visierlife

[LinkedIn](https://www.linkedin.com/company/visier-analytics/) - <https://www.linkedin.com/company/visier-analytics/>

**Hear what it's like to work Visier [here](#)**

<https://youtu.be/eK7WNc-yxfM>

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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