



Product Trainer / Support Representative

Exciting opportunity to work with a fast-paced company that provides church management software and Web solutions! We are seeking an energetic, service-oriented Product Trainer/Support Representative. We seek team players who display excellent work habits, thrive in a highly-energized, problem-solving environment, and who enjoy the challenge of learning new skills. Company offers a business casual environment and a great Ann Arbor location.

Job Summary:

This position is for an outgoing Software Product Trainer who will also provide technical product support. Successful candidate will have the ability to present product functionality to technical and non-technical persons for both internal staff and end users. He or she will assist in the creation of course content, plan and coordinate of training sessions, and produce training in a variety of formats including webinar, onsite, and video. Assist in the design and creation of training materials. This candidate will work with team managers to ensure that customers are receiving timely, quality training and service.

Requirements:

- Experience in creating and delivering both remote and onsite product training to end users.
- Exceptional interpersonal, written and oral communication skills.
- Strong listening, analytical and customer service skills.
- Ability to refine product details into client facing materials that are useable and effective.
- Proficient computer skills with familiarity of operating system settings and power user of MS Office®.
- Demonstrates a good understanding of quality customer service skills and the ability to provide efficient solutions to issues.
- Focus efforts on continuous improvement looking for ways to streamline processes and to improve customer satisfaction.

Education / Work Experience:

- Associates/Bachelors degree in Business, Information System, Computer Science, or enrolled in related coursework.
- 2 to 5 years of related experience a plus.
- Must be eligible to work in the U.S. Permanent residents only (green card holders and US citizens)

Compensation:

- Commensurate with experience.
- Full benefits package including profit sharing

Subcontractors and third party agencies please do not respond! No relocation is offered, so please do not respond if you are not in the Ann Arbor area. ParishSOFT is an EEO employer.

Visit our web site is at <http://www.ParishSOFT.com>.

Please forward your resume and salary history for immediate consideration.

Contact Information: recruiting@ParishSOFT.com