



Job Description

Where do you want to go? Pivot is a customer engagement agency that comes alongside our clients to help them comprehend their markets through our research division, connect with their audience through our marketing and creative services agency, and convert leads into opportunities through our training division. We are a group of dreamers and hard workers who love telling our clients' stories. We also love ice cream, because ice cream.

Job Title: Customer Experience Trainer

ESSENTIAL DUTIES AND RESPONSIBILITIES (OTHER DUTIES AS ASSIGNED):

1. The most important aspect of this position is to be able to relate to those you are training and have a true passion for the content you are teaching. We do not encourage nor advocate transaction selling for the majority of the clients we work with. Our primary training mentality is consultative in nature and we believe fully in teaching clients how to “educate”, “engage”, and “encourage” their customers.
2. **This person will be primarily responsible for helping our client’s teams grow in the areas of consultative sales, customer service and customer experience.**
3. **This position will be providing online (live webinar) and onsite trainings primarily, but not limited to the broadband industry.**
4. **While training will be your main function, we are also looking for an individual who has marketing chops and can help Pivot grow by encouraging training clients to choose us for other needs.**

Job Duties/Competencies:

- You must be a great speaker and presenter – confident, energetic and polished.
- You must be passionate about the desire to create a powerful customer experience and be able to articulate
- You will be responsible for creating and delivering relevant and engaging monthly webinars as well as onsite sales and customer experience training content.
- Prepares and develops individual coaching plans; providing resources and assistance.
- Determine training needs by; observing sales encounters; studying sales results reports; conferring with staff and managers; call coaching and monitoring.
- Ability to listen to, score and coach calls.
- Improve Pivot training effectiveness by developing new approaches and techniques.
- Supports training financial objectives by controlling costs and hitting targets.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

- Understand client situation and seeks to take on client's challenges and opportunities as their own.
- Ability to generate your own training opportunities by utilizing your professional network.

Supervisory Responsibilities

There are no supervisory responsibilities with this position.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

B.S. Marketing or Communication or equivalent experience.

Hands-on sales and marketing experience within a telecommunications company a huge plus.

Significant training and presentation experience a bigger plus.

Language/Communication Skills

Must be passionate, thorough, detail oriented and responsive to clients.

You must be able to teach passionately and persuade with sincerity.

Proven ability to build strong relationships with clients.

Computer Skills

MS Office Products. Experience with Zoom meeting, Trello and other software training engagement tools.

Other Skills & Abilities

Energy and Enthusiasm – did I say that already?

Strong understanding of customer and market dynamics.

Understanding and appreciation of sales and customer experience trends.

Certificates, licenses, registrations

Valid driver's license.

Speaker or training certifications a plus

Physical Demands

Ability to stand and speak for long hours.

Willingness to travel (up to 75%) and work with a diverse team of professionals, both within Pivot and on client teams.

Work Environment

You will work with great people within our organization and will find the client relationships you build to be extremely rewarding as well.

We offer competitive wages and the ability to work from your home office.

<p>Physical Demands</p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.</p>	<p>Work Environment</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>The noise level in the work environment is usually quiet.</p>
<p><i>Department:</i> Training <i>Reports To:</i> Director or Principal <i>FLSA Status:</i> Exempt, Full Time</p>	<p><i>Prepared By:</i> Jeremy Graves <i>Prepared Date:</i> 12/13/17 <i>Approved By:</i> Jeremy Graves <i>Approved Date:</i> 1/28/2019</p>