

## Training Manager

**Reports to:** Position reports to Vice President of Services

**Location:** Redwood City, CA or St. Louis, MO office

### **Job Description:**

Host Analytics is seeking a seasoned Training Manager who will be responsible for the strategic direction of the Host Analytics' Training organization as well as execution of the training materials and classes. This person in this position will be a player/coach and must be able to define the different types of training needed as well as create and deliver the content.

### **Company Overview:**

Host Analytics is a highly regarded software company in the Corporate Performance Management (CPM) space. The company offers a comprehensive and unified CPM solution that appeals to both mid-market companies and large enterprises. One central aspect to its value proposition is that the product is primarily offered as a Software as a Service (SaaS) model, the most compelling delivery models in enterprise software today. The integrated solution includes planning and budgeting, revenue forecasting, financial consolidation, dashboarding and scorecarding, and flexible reporting.

### **Specific Responsibilities:**

- Conduct direct training sessions for on-boarding of new employees, partners and customers over the web as well as onsite.
- Identify opportunities within the customer base for new/different types of training.
- Write and update training manuals and handouts for training purposes.
- Design, organize, set up and deliver courses to meet the needs of customers.
- Monitor, evaluate and review the quality and effectiveness of training, assessment and outcomes of courses delivered.
- Keep up to date with Host Analytics' software releases.
- Coordinate the administration of training courses as well as pricing of training courses.
- Develop content that is in line with the SAAS delivery mechanism, i.e. self running demos, self training documents.

### **Position Requirements:**

- Bachelor's Degree in Business with an emphasis in management or finance – or equivalent experience.
- 5 – 8 years' software training experience including experience in setting strategic direction of training programs.
- Experience in designing and delivering software training courses, preferably in Corporate Performance Management (CPM) or at a minimum in ERP, CRM or BI to a wide range of users/customers.
- Excellent communication, writing and organization skills.
- MCT (Microsoft Certified Trainer) qualification is preferred.
- Knowledge of the CPM space with relevant experience is ideal.

### **Personal Characteristics:**

1. Customer focus: The successful candidate will have an indomitable (external and internal) customer focus.
2. Strong work ethic: He or she will reject setbacks and will enthusiastically persist until ambitious goals are achieved. He or she will be resourceful and innovative at tackling complex challenges in a sustainable, proactive fashion.
3. Passionate commitment to the company and your profession: Champions projects and the company's needs and implements a model of continuous improvement in both company goals and project-related tasks.
4. Problem solver: Should be a strong, analytical problem solver with a strong attention to detail.
5. Accountability: He or she should be a results-oriented team player who leads by example, holds himself accountable for performance, takes absolute ownership, and champions all aspects of initiatives.
6. Entrepreneurship, sense of urgency: The successful candidate will possess a high energy level which allows them to react to situations quickly and decisively, possessing self confidence to be assertive when taking a position, not afraid to make decisions.
7. Flexibility and adaptability: Should be able to switch gears in various high-stress situations and apply him or herself to quickly learning new technologies and adopting new methodologies.