# Customer Training Specialist San Jose Costa Rica

## Description

Join our Customer Enablement team to deliver high-quality training to end users of Zenoti systems in both Spanish and English. Key Responsibilities: Develop and deliver standardized instructional materials and training curricula with clear learning objectives and outcomes. Collaborate with customers to identify training needs and develop comprehensive training plans, including schedules, content, and feedback mechanisms. Conduct product training sessions through various channels (live, online, remote) and formats. Support the implementation phase, either remotely or on-site as required. Stay updated with product knowledge, business processes, sales strategies, and market trends. Analyze usage metrics, support tickets, and customer feedback to enhance training delivery and support Zenoti��s training objectives. Contribute to the development of training program strategies, including defining and tracking objectives and key results. Ensure maximum product adoption through effective training and achieve exceptional client satisfaction. Required Skills: Proficiency in written and verbal communication in both Spanish and English. Excellent customer service skills and ability to interact with global customers. Experience collaborating with remote teams. Strong logical, analytical, critical thinking, and problem-solving abilities. Ability to understand, articulate, and manage customer expectations. Capability to thrive in a fast-paced start-up environment. Experience with SaaS applications or enterprise software solutions. Strong proficiency in MS Office tools. Background in instructional design or adult learning theory is advantageous. Familiarity with tools like Camtasia Studio, Articulate, Adobe Captivate, and other e-learning or learning management systems is a plus. Experience in developing and conducting end-user training and creating training materials for SaaS or enterprise-level applications is highly desirable.

Requirements: Proficiency in Spanish and English Fluency in European and Southeast Asian languages is a plus. Bachelor��s Degree in Computer Engineering, Computer Science, Information Systems, Learning & Development, Education, or a related field. 2-4 years of experience in a customer-facing, teaching, training, or instructional design role. Ability to travel up to 25%.Please mention the word **SWIFTNESS** and tag RMzQuMjE2LjAuMjA3 when applying to show you read the job post completely (#RMzQuMjE2LjAuMjA3). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via RemoteOK.com

**Hiring organization**
Zenoti

**Job Location**
San José, San José, Costa Rica

**Base Salary**
$ 77500 - $ 115000

**Date posted**
June 8, 2024

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