

## Job Title: Training Assistant

Note: Interviews for this round of hiring will be conducted on August 10th

### Position summary:

As a Training Assistant, you will be responsible for supporting all Prosci virtual role-based training programs; ensuring the quality of the participant's experience during the program, working in partnership with the Instructor, and acting as the first point of contact for training participants support post-program. Training Assistants will maintain responsibility for individual student needs, and attentiveness to details that keep the program flowing smoothly and on schedule, build customer relationships and become a source of knowledge about Prosci's offerings as well as developing the ability to answer questions, guide customers in using Prosci's suite of resources. Training Assistants are responsible for understanding multiple technical platforms and are able to problem solve technical issues on the fly while maintaining a sense of calm in the room. Additionally, Training Assistants are responsible for supporting level 1 technical and content challenges participants run into and helping them navigate to a solution

### In this role you will:

- Establish and maintain relationships with Prosci clients
- Contribute to Prosci's experience and brand representation
- Become knowledgeable about Prosci's research, methodology, and tools
- Develop solid expertise in technology leveraged for virtual training programs including but not limited to; Zoom, Microsoft Teams, and WebEx.
- Proactively engage in post-program support
- Develop and understanding of all Prosci training programs, including the objectives and requirements for each, as well as who the intended audience is for each
- At programs, act as the "insurance agent" that protects the Prosci reputation as a company that excels in the delivery of a world-class instructional program that is professional, well-executed, and on target in addressing the needs of our clients
- At programs, build customer relationships through answering first-level questions and by guiding them to the appropriate resources and/or team members to customize solutions to meet their business needs
- Work with the instructor as a dynamic and effective team to deliver the best possible experience for the customer
- Deliver training activities to program participants to support the learning experience
- Liaise proactively with Prosci logistics team to engage enterprise business contacts during the program to ensure a seamless experience for participants
- Help foster an environment that is conducive and support of adult learners
- Participate in Prosci taught programs in partnership with the Instructor and a support resource for participants

- Effectively lead all Training Assistant assigned in-class activities, confident speaking publicly
- Remain attentive as the classroom assistant to help answer questions and distribute relevant handouts in a timely manner)
- Provide support to program participants to ensure they understand how to use our tools
- Proactively engage with participants to help them identify additional Prosci offerings with the support of a Prosci Account Manager that may be appropriate depending on their unique situation/needs

#### What you bring to this role:

- Technical savvy, ability to learn and leverage multiple online learning platforms effectively
- Basic ability to navigate Salesforce to access participant information and supporting resources for training programs
- Ability to manage competing priorities (i.e. participant needs, instructor needs, technical issues)
- Confidence in speaking publicly
- Proactive attitude with a focus on relationship-building with both internal and external customers
- Excellent attention to detail and strong organizational skills
- Emotional intelligence necessary to maintain composure during technical challenges

#### Work Location & Travel Requirements:

Location for this position is remote in the provinces of Alberta, Saskatchewan, and Manitoba. This position could require frequent travel when on-site training resumes.

#### About Prosci:

Founded in 1994, Prosci is a global leader in change management and the provider of choice for 80% of Fortune 100 companies. Prosci combines scientific research with the people side of change to deliver results-focused solutions that enable clients to achieve change outcomes and grow organizational change capability. Prosci maintains the world's largest body of change management research—the basis for the company's tools, methodologies, services, and role-based development programs. To date, Prosci has certified over 65,000 change management practitioners worldwide. The company is headquartered in Fort Collins, Colorado, with offices in Halifax, Canada, and Sydney, Australia, and more than 25 certified Prosci Partners around the globe. Prosci is continually expanding directly and through its partner network to ensure change success for clients no matter where they are located.

**Prosci is an equal opportunity employer that is committed to inclusion and diversity. We encourage qualified applicants without regard to race, colour, religion, sex, sexual orientation, gender identity, genetic information, national origin, age, disability, veteran status, or any other legally protected characteristics to apply for employment.**