

TRAINING ASSISTANT

The Training Assistant is responsible for assisting Prosci Master Instructors in delivering world-class training in managing the people side of change. Training Assistants are responsible for maintaining classroom logistics including unpacking classroom materials, room setup, attending to student needs, and attention to program scheduling to ensure timely delivery of materials to facilitate outstanding classroom experiences. Training Assistants assist in building customer relationships and become a source of knowledge about Prosci program offerings while developing the ability to answer questions and guide customers in using Prosci's suite of resources. The Training Assistant is an entry-level, supporting role within Prosci for all training programs.

This role requires frequent domestic travel with most weeks requiring travel to the session location on Monday and return to Fort Collins on Thursday. Friday is primarily scheduled as an office day in Fort Collins. The Training Assistant typically travels to support training sessions approximately 40 weeks each year with non-travel weeks being spent in the home office.

Position responsibilities include but are not limited to:

- Participate in Prosci taught programs as an assistant to the instructor and a support resource for participants
- Remain aware of personal work schedule and ensure travel is booked in a timely manner, working with Master Instructor as applicable
- Connect with onsite logistics contact at the program location (as necessary) to ensure a seamless experience
- Unpack and verify all materials upon arrival at the program location
- Ensure classroom setup/layout occurs in advance of the program start

- Establish and maintain a positive relationship with clients
- Address student needs as they arise
- Effectively lead in-class activities assigned to the Training Assistant role
- 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
- Capture participant data from classroom activities and provide formal write-up to clients as a follow up activity (as applicable)
- 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
- Respond in a timely manner to customer requests
- Engage in all required meetings, trainings and onboarding requirements
- Support office team project needs

Essential skills and experience include but are not limited to:

- Four-year college degree
- Experience in hospitality, teaching/training, or event planning preferred
- Ability to travel domestically on a regular basis
- Attention to detail, strong organization skills, dependable and self-motivated
- Excellent written and verbal communication skills
- Ability to critically think and analyze
- Intermediate computer competency
- Demonstrated skill in interacting with all organizational levels (executive to front-line employees)
- Ability to answer difficult questions or direct them to the correct person in a professional manner
- Ability to receive and implement feedback
- Approachable demeanor and ability to build relationships quickly

- Ability to stand at the front of the class and lead students in activities as well as present information
- Ability to remain engaged during low-activity periods during the class

How to Apply

Please send resume/CV with cover letter to resume@prosci.com with "Training Assistant" in the subject line.

About Prosci

Founded in 1994, Prosci is the global leader in change management and the choice for 80% of Fortune 100 companies. Prosci was recently recognized by Fortune Magazine as being one of the Top 20 Best Places to Work. To date, Prosci has trained and certified 45,000 change management practitioners worldwide. The company is headquartered in Fort Collins, Colorado, with offices in Halifax, Canada, and Sydney, Australia, and 27 Prosci Partners around the globe.