

Position:

Manager, Customer Training

Job Description

CAF is a rapid growth company that sells outdoor cleaning products B2B direct. Year over year, our sales exceeds 20% growth. CAF takes pride in our unique, down to earth culture with enthusiastic, tireless, tenacious, grounded, yet super fun employees that are diverse in background and talent. Our culture is customer oriented and sales along with customer training are key to the growth of our fast-paced company. We not only believe in customer obsession, it's the CAF way! We have a strong work ethic and are engaged and committed to ongoing success. If you have a passion for problem solving and get excited about driving and implementing change and being a part of a growing organization, then CAF is where you should be!

CAF offers a fast-paced, dynamic team work environment and the opportunity to grow with an environmentally friendly company revolutionizing the outdoor cleaning industry. The Manager of Customer Training leads a team of forward facing trainers that deliver remote training and best practices via multiple channels to provide CAF customers with the best support possible. Your leadership will directly impact the success of our largest customers and you'll develop learning experiences for a targeted audience that helps them build the skills and attitude to implement successful programs that benefit their business. The Customer Training team provides outbound training calls, hosts webinars and conference calls, and develops new training curriculum and platforms as a value add service in improving the customer experience and counteracting customer attrition.

The Manager, Customer Training reports directly to CAF's HR Manager, Sharon Games, who works alongside her direct reports to provide leadership, coaching and development opportunities with the goal of them taking complete ownership of the role and responsibilities of their department. Sharon's leadership style is one that clearly sets the vision for the department, team and/or individuals, then steps back and allows them to do what they were hired to do while being available to provide support as necessary.

Top 5 reasons current employees recommend CAF:

1. Great culture and solid team values
2. Opportunity to make a significant impact
3. Opportunity for career and personal development
4. CAF is innovative: Cleaning up the world!
5. Be a part of a fast-paced growth company

What it takes to succeed:

- Minimum of 2 years OTJ experience
- Fit CAF culture and team values
- Ability to learn quickly, multi-task, and work independently and in team environment
- Interpersonal and relationship building skills required
- Proven ability to assess training needs and build and execute impactful training programs and solutions
- Process oriented with ability to create, refine and/or implement processes
- Proficient in Microsoft office suite
- Accuracy and strong attention to detail and organization skills a must
- Have a passion for problem solving, customer obsession and creativity
- Professional and consistent work habits, strong work ethic, driven to achieve company goals
- Satisfy pre-employment testing

To apply, email resume and cover page to: Jobs@mycaf.com

Special requirements:

- Standard average work week for salary employee is 46.5 hours/week
- All salary positions at CAF are required to be available to report to work during off hours in case of emergency and perform duties as assigned
- Walking, standing and lifting materials, boxes and objects up to 40 pounds; fine motor skills; auditory, verbal, bodily functions and visual ability
- The physical demands described here are representative of those that must be met by an employee to successfully preform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Roles and Responsibilities:

1. CAF Training Curriculum

- a. Stay up to date on current best practices in training and training assessments theory and application, and apply knowledge to direct company's long-term training roadmap
- b. Monitor impact and cost-effectiveness of learning solutions and provide timely feedback; Suggest improvements to further enhance learning program effectiveness and sustainability
- c. Analyze customer feedback on the overall success of the learning solutions delivered and implement corrective actions as required

2. Customer Relationship

- a. Advocate customer voice, training needs and priorities into Amadeus to ensure the best service to customer
- b. Identify and translate Customer's functional knowledge gaps into engaging and value-added learning programs (short/mid and long-term)
- c. Monitor and ensure effective delivery of the learning programs/solutions in a timely manner

3. Process and Systems Management

- a. Manage Customer Relationship Management platform (currently InsideSales.com)
- b. Identify and implement changes to methods, processes, systems, and technologies to improve operations, efficiencies, effectiveness, and metrics

4. People Management

- a. Create and execute team vision and direction that support company goals
- b. Hire, train & manage Customer Training Team
- c. Set goals, measure results, and evaluate performance for self and team
- d. Work with leadership to maintain department long term plan
- e. Work closely with other departments to coordinate efforts to identify solutions to customer problems, and improve effectiveness of training