



## **Training Support Specialist Remote Position - Wisconsin/Illinois**

The Training Support Specialist is a part of the Clinical Education and Training team, as well as point of contact for Sales. The responsibilities will include data entry, record maintenance, eLearning administration duties, departmental clerical support, data analysis, part time support of Business Enterprise Operations team and other task and duties, as required.

### **Roles & Responsibilities**

- Enters training data into a database accurately and in a timely fashion
- Monitors and ensures completion of all training documents submitted by the field and maintains a neat, orderly and efficient filing system at all times. Raises any deficiencies to Manager and proposes new processes
- Communicates training certificate completion to customer following SOP requirements
- Retrieves organization documents, records, and reports when required
- Runs reports in databases as required. Prepares documents, spreadsheets, charts/analytics as requested by Manager
- Prepares and ships all training materials needed for education events. Coordinates with Operations team to ship serialized devices if needed
- Responds to Sales requests to enroll participants in eLearning training courses and communicates access instructions to customers
- Initial point of contact for troubleshooting eLearning access and escalates as appropriate
- Monitors and communicates eLearning completion to Sales and documents appropriately
- Administrative support of department – examples include, but are not limited to: compiles, transcribes or records meeting minutes; sets up Training Team meetings/conference calls;
- Supports Enterprise Operations Team on special projects
- Various projects assigned by Manager

### **Skills & Experience**

- High proficiency with Microsoft Office (Word, PPT, Excel, Outlook); Dropbox
- Experience with following procedures and processes to maintain quality outcomes
- Strong organizational skills
- Ability to prioritize effectively and efficiently
- Meticulous attention to detail and follow up
- Excellent communication skills, both written and spoken
- Ability to work well independently from a remote location
- Self-motivated and flexible to meet deadlines

- Ability to handle multiple projects and tasks daily
- Experience with Salesforce a plus
- Familiarity with project management

**Required Qualifications & Experience**

- Minimum Bachelor's degree; 1-2+ years' experience in general office responsibilities and procedures providing clerical and Senior Administrative support or related experience