



## Job Description

**Position** – Customer Training Manager

**Reporting to Head of Support – SMD Services**

**Responsible for Technical Tutor(s)**

**Purpose / Role** - The Customer Training Manager leads the Customer Training team to develop and create positive learning opportunities for SMD customers.

The Customer Training team are part of the Services Support department which also incorporates the Spares team, Case Management team, SMD Offshore Support, Services Engineering, Sales & Projects. The department's primary objective is to make our clients' ownership of an SMD machine an experience which is trouble free and as productive as possible.

### Key Aims and Objectives –

- Lead the team of Customer Training's Technical Tutor(s) Team on a day-to-day basis
- Exceed customer expectations
- Plan and forecast training for revenue recognition and Sales & Ops Planning
- Understand customer operations.
- Promote and maintain SMD as a centre for Training excellence
- Provide a service to customers that enhances our ability to achieve repeat orders.
- Maintain key information to notify/update/assist our clients
- Develop the SMD Customer Training business, w.r.t. range and volume of training offered and delivered to customers.
- Develop e-learning & v-learning capabilities working together with SMD training partner.
- Develop Simulation capability for training using SMD suppliers, simulation partners and SMD Engineers.
- Provide technical advice on training or simulation hardware & software.

### Prime Role and Duties

- Effectively communicate with clients via email, telephone, face-to-face and written communication to gain commitment to purchase services.
- Attend client premises and events as appropriate.
- Effectively manage skills and resources of Customer Training Technical Tutors in order to achieve objectives of the department.
- Identify training and development needs of Customer Training Technical Tutors.

- Record, monitor and assess results of Customer Training Technical Tutors' effectiveness and performance in job roles.
- Design and delivery of product related customer training
- Provide In house training when required.
- Liaise with customers to ensure customer learning needs are met.
- Co-ordinate training with Project Management.
- Liaise with Engineering to ensure new designs are captured within customer training programs.
- Contribute to the operation & maintenance documentation.
- Maintain customer training records.
- Contribute to and participate in the approval of customer facing notifications regarding required changes, scheduled and emergency maintenance.
- Work with SMD training partner to develop new and effective types of training.
- Provide info to Sales team for accurate customer quotations.

## Allied Occasional Duties

- Design and delivery of product related internal training
- Work with the Sales team to develop new products, services or packages to facilitate the expansion of the whole SMD group of businesses.
- Work with all stakeholders to enhance the business processes and systems used to satisfy SMD customers.

## Key Internal Interfaces

Case Management team / Regional Offices / SMD Business Streams / Sales / Engineering / Production / Projects.

## Core Competencies

**Technical Skills** Extensive experience of control systems/ electronic / electrical /data communications /mechanical and hydraulic systems and ideally to a minimum of HNC standard.

**Communication Skills** Must be able to communicate ideas and concepts to learners and be able to assist clients requiring support with sensitivity and empathy.

**Training Experience** Ideally holds a recognised formal training qualification or significant product-based knowledge with extensive experience delivering on the job training as a mentor or similar.

**Product Knowledge** A good understanding of the theoretical principles of operation of SMD systems. Experience of the practical application /customer utilisation of the portfolio of SMD vehicles and systems.



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**Industry and operational awareness** Good working knowledge of the off-shore Industry and specifically familiarity with live off-shore operations.

**Commercial Awareness** The ability to understand and apply commercial and financial principles, viewing issues in terms of costs, profit, budget control, markets and added value.

**External & Internal Customer Focus** The desire to put the customer first and deliver customer satisfaction.

**Interpersonal Awareness** The ability to understand and take account of others' thoughts, feelings and emotions, to positively impact people and outcomes.

**Analysis and Judgement** The ability to investigate and interpret data, issues and situations, and assess the options to make sound decisions.

**Leading by Example** The ability to work to core values, based on honesty, trust and high work ethics.

