Position:	Training Consultant Client Services
Location:	Centurion / Hybrid
Reports to:	Customer Support Manager
Context	Sabinet is in the business of facilitating access to research and statutory information for our client base comprised of corporate, higher education and government institutions in South Africa, the rest of Africa and further abroad.
Job purpose	The Client Services trainer is responsible for the overall training function for Sabinet clients and will be reporting to the Customer Support Manager. This will include organizing client training, conducting the training, compiling of manuals and training materials including training videos.
Key responsibilities	• Making a positive contribution to the effective functioning of the Client Support team. • Be responsible for organizing and presenting training to Sabinet clients including online training sessions, and in-person training sessions at the Sabinet Offices and / or on-site at client premises. • Give training to clients in all Sabinet's products. This includes but is not limited to: o Information products and services such as all Sabinet Legal Products and Services and the Legal Research Assistant. o Reference Databases and Research services such as SACat Plus, SA Citations, News Research Services, African Industry Reports, Sabinet African Archives Index and African Industry Reports o Library support products and services such as SabiCat, Resource Sharing products and service such as ReQuest (National Interlending), OCLC International Interlending and Tipasa, WebDewey and any other WorldShare Management Services modules as required. • Use the training sessions also as a sales and marketing opportunity to assist in growing revenue. • Building a working relationship with clients by liaising with them on a regular basis. • Advising clients on how to derive the best value for money from their subscribed services. • Give product presentations and demonstrations to clients. • Compile and update all training presentations. • Compile and update all training manuals. • Also be willing to do the support and implementation of products at clients. • Manage the training calendar efficiently

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*Non-executive

	• Be willing to travel extensively within South Africa to present training sessions to clients • Be able to represent Sabinet at events and assist at the exhibition stand • Be willing to travel to other African countries to present training and assist Sales Team members if required
Job requirements:	• Have a strong client orientation and business focus • Have a positive attitude • Be self-driven • Have a very high level of computer literacy • Be fluent in English • Have excellent verbal and writing skills • Be an excellent communicator • Have the ability to work independently as well as part of a team • Have excellent problem-solving abilities • Have good time management skills and be able to prioritize training requests from clients • Have an excellent knowledge of all Sabinet products and services • Have a valid driver's licence • Have own motor vehicle • A valid passport is recommended
Competencies:	• Diligently attends to detail and pursues quality in accomplishing tasks • Team player • Self confidence • Presentation skills • Leadership skills • Self-management to achieve goals • Good interpersonal skills • Working collaboratively and effectively with other team members • Adaptable to changing business needs, conditions, and work responsibilities • Excellent presentation and communication skills.

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