



**Dealership Software Trainer**  
**IDS, a Constellation Software Company**

**The Company:**

Integrated Dealer Systems (IDS) is the leading management software provider for RV, Marine and Trailer dealerships. IDS is scalable from small to multi-location dealerships. IDS has incorporated 30+ years of working with dealers and we follow the industries best practices. The software is designed to manage an entire dealership and track its performance in real time. All data is always in sync and shared across the dealership.

**The Position:**

Integrated Dealer Systems is a dynamic and empowering environment comprised of motivated self-starters who enjoy the thrill of working at a fast pace. We are currently seeking an ambitious, self-starter to fill the role of Professional Services Consultant. This person will learn about our clients' businesses and how our software products and services can help them achieve their business objectives. This person will consult, support and build relationships with all dealers, work with struggling dealerships to help make them successful, coordinate customer deliverables, and engage other departments within the IDS team as required. Work in a fast paced, fun environment with a hardworking, fun and friendly team. Growth opportunities are available.

**Job Responsibilities:**

- Rapidly gain expertise with software products.
- Travel to customer locations and perform various duties including but not limited to training of Dealership personnel.
- Under supervision, receive and record calls (tickets), and provide support to end users on a variety of software related issues.
- Provide Technical Support via telephone, email and onsite.
- Provide Training via telephone and email correspondence.
- Facilitate fulfillment and delivery of services sold by sales team.
- Work with PSG team and PSG Director to ensure setup of new deals are completed efficiently
- Excellent and personable communication with customers.
- Assist clients with troubleshooting issues.
- Enter and maintain detailed documentation.
- Track and monitor problems to insure a timely resolution.
- Gather, document, and present detailed documentation on researched issues.
- Work with team members.
- Consistent attendance a must.
- Time Tracking through appropriate Time Tracking software (currently Teamwork)
- Other responsibilities as required

**Job Qualifications:**

- 3-5 years of dealership experience
- 3-5 years of experience in professional services consulting, sales account management, or customer service or success
- Ability to grow into a traveling role up to 75% of the time
- Excellent organizational, time management and customer service skills
- Excellent communication skills (in-person, phone and written)



- Excellent presentation skills (online and onsite)
- Outgoing and friendly personality
- Self-starter, ability to work well within guidelines while being creative
- Ability to get results in a fast-paced environment
- Experience or training in customer service or service-oriented roles is an asset

**Location:** remote but able to travel 75% across Canada and USA, between customer sites and Constellation offices  
**Permanent, Direct Hire Opportunity**

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.