



Perseus Group
Constellation Software Inc.

Job Title: Learning & Training Leader/Manager

Location: North America Remote

Our Company:

Dealer Information Systems Corporation (DIS) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

Company Profile: <https://www.discorp.com/>

About the role:

Our **Learning & Training Leader/Manager** will establish the strategy and execute the plan to evaluate, select and improve the usage of our tools, to increase customer and team member knowledge, knowledgebase (KB) usage, ease of use, and adoption- while reducing support tickets created. This leader will continuously seek to improve training utilization, quality, and adoption; as well as generate best practice content, search optimization, and increase relevant content in our knowledgebase. Additionally, this leader will create content strategies, research trending topics, and write/edit/update content for our products, based upon research data, in addition to Customer, Support, Product, and R&D feedback. This role will establish and follow brand and style guidelines across all DIS products and customers. This person will also create and monitor website traffic and Key Performance Indicators (KPI's) to ensure it is working properly, efficiently, as well as to respond to all relevant KB feedback in a timely manner.

Position expectations:

- Be the visionary, architect, and builder. Create our Learning & Training program – and continuously make it better!
- Voice of the Customer – establish standard content creation priorities, tools, KPI's and processes.
- Translate technical release notes into customer digestible, value-based messages.
- Evaluate and recommend systems and tools to better serve our customers and team members.
- Create, track and report on KB performance, usage, and issues and opportunities.
- Create a priority list for new and updated content driven by need / demand – with a strong focus on best practices.
- Quantify and improve KB site searchability (reduce clicks and improve relevant search results)
- Create a documentation “style” standard across all products.
- Create omni-mode content (written, video, tutorials, in-person trainings, audio)
- Collaborate with internal teams to create internal and external training content.
- Create and maintain internal site content for organization, content, accuracy, and brand alignment.
- Leverage data and insights to inform and create relevant content.
- Write high-quality, detailed, and data-supported content strategy documents.

- Collaborate with designers, content creators, and project managers, as necessary.
- Establish a plan to create annual role-based certification programs and content.

Position qualifications:

- Experienced in training and learning strategic planning, knowledgebase, and tool optimization / best practices.
- Strong command of the English language and effective communication skills
- Polished customer facing presentation skills.
- Advanced writing and editing abilities.
- Requires careful diligence.
- Able to work independently.
- Intermittent travel required.

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