



# Customer Support Training Design and Delivery Lead

Novato, California  
Full Time Salaried

One Legal is transforming litigation support services with an online platform that is trusted by more than 30,000 legal professionals and processes more than a million documents a year. We're building and expanding tools for attorneys and their teams that simplify the flow of case information to and from the courts and, in the process, transforming an industry.

It's our vision to be the most trusted technology provider for legal support services in the United States.

## ABOUT YOU:

You are a professional jack of all trades. You enjoy coming into a new situation, assessing the landscape, designing and executing a training curriculum that can help transform a department. You have exceptional communication and presentation skills. You can create entertaining and engaging lessons and interactive computer training. Your passion is for knowledge and helping everyone perform at their best. You get satisfaction out of watching people grasp a complex idea.

## YOU WILL:

- Design, and deliver effective **Customer Support Training Programs** and prepare training outlines and materials
  - Determine instructional methods including individual training, role playing, group instruction, demonstrations, and meetings.
  - Select and prepare educational materials such as lessons, module summaries, videos, etc.
- You will be responsible for trainee progression according to departments targets
- Advise on needed budget and requirements for training best practices
- Create knowledge based checks with measurable data
- Improve training and orientation plan for new employees.

- Work with department leads to identify gaps and develop plans to enhance knowledge base and performance.
- Report to leadership and executive's findings business training plan to create successful training regimens for each department
- Stay ahead of the curve and keep current on best training programs to cultivate and foster consistent success

## **WHAT WE WOULD LIKE TO SEE:**

At One Legal we consider every candidate on his or her individual merits. However, possession of the following will help to differentiate you from the field.

- Training Design and Delivery Experience
- Knowledge of Adult Learning Theory
- Exceptional verbal and written presentation skills
- Excellent interpersonal skills
- Exceptional communication skills
- Strong team player
- Education:
  - 4-year college degree with experience is preferred or equivalent experience and certifications
- Minimum 4 years' experience developing / delivering corporate training
- Proven ability to own the training lifecycle
- Training certification such as Master Trainer, CTP, CPTM, COLF are preferred

## **BENEFITS:**

We offer a great compensation package, with paid vacation and sick time, flexible working, a training budget, a fun casual work environment, a competitive benefits plan, and the opportunity to be part of a team that is shaping the future of legal technology.

As a bonus, you'll be working out of our headquarters in beautiful Marin County, just 25 traffic-free minutes north of the Golden Gate Bridge.

## **HOW TO APPLY:**

Send a resume, cover letter, and (if available) a link to your LinkedIn profile to [resumes@onelegal.com](mailto:resumes@onelegal.com).