



Customer Support Training Design and Delivery Lead

NOVATO, CA

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:

- Own the Customer Support Training function and content, including:
 - determine optimal instruction methods for new hires,
 - prepare effective educational materials to teach systems, products and services
- Be responsible for efficient trainee progression according to department targets
- Measure the effectiveness of trainee classes, support with data
- Advise on needed budget and requirements for training best practices
- Give feedback to HR on orientation plan for new employees

- Work with other departments to ensure up-to-date knowledge in training plans for product enhancements, new markets, and new billing practices
- Get out of the building and stay current on best practices in CS training and delivery

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.

- Proven ability to own the training lifecycle
- Training Design and Delivery Experience
- Exceptional verbal and written communication and presentation skills
- Strong team player with proven ability to train a diverse workforce
- Bachelor's degree, or equivalent experience and certifications
- 4 years' experience developing and delivering corporate training
- Bonus: training certification(s) such as Master Trainer, CTP, CPTM, COLF

BENEFITS:

We offer a great compensation package, with paid vacation and sick time, flexible working options, 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.