

# SERVICE TRAINING DEVELOPER

Nilfisk-Advance, Inc., the world's largest manufacturer of professional cleaning equipment, has an opportunity available as a Service Training Developer to join our team of dedicated employees at our Plymouth, MN location.

The Service Training Developer is responsible for educating the service network & Technical Service Reps on how to maintain and service NA products. The traditional method for delivering this training is through service manuals that must be developed at the outset of each new product development launch. The service manual typically serves as a reference document. The secondary method for delivering training is through on-line tutorial (Nilfisk University) which is interactive and can be used to certify service technicians on a specific product. The Service Training Developer would also coordinate service training schools as necessary.

- Develops and ensures the availability of Service Manuals for newly developed products by working with project team to develop clear understanding of new products; working with the technical service team to understand the audience; establish and communicate Service Manual requirements for products sold into Americas sales companies; develops service training manuals consisting of words, photos, and illustrations and ensures Service Manuals on Ship in Products meet requirements and availability.
- Develops On-line Training Content by acting as a key faculty member for Nilfisk University; develops format, content, scripts, and quizzes for on-line tutorial; records voice-over for training tutorial and maintains database.
- Manages Service Training Workload and Commitments developing contacts and relationships with outside suppliers to manage workload constraints as necessary; works cross-functionally to improve information deployment (IT, Tech Service, etc); interacts and communicates progress and obstacles to cross-functional team members; coordinates service schools in collaboration with On-line content; resolves issues to meet deadlines along with assisting the Product Management Team in special projects.

## QUALIFICATIONS:

- Bachelors Degree in technical field
- Minimum of 4 years experience directly related to the duties and responsibilities specified
- Demonstrated leadership and accountability
- Strong mechanical/electrical/hydraulic/engine technical aptitude
- Technical service training background
- Experience, ability and desire to provide training to a wide variety of audiences
- Excellent oral and written communication skills
- Ability to plan, organize, and manage multiple tasks
- Ability and confidence to provide voice-overs for training content
- Proficiency in use of Microsoft Word, PowerPoint, Excel

- Proficiency with Adobe Indesign, Adobe Presenter, PageMaker, PTC IsoDraw & Pro-Engineer software
- Capability to learn new software
- Must be a US Citizen or hold Permanent Residency as we are unable to sponsor candidates.

In order to be considered a qualified applicant, you must meet all of the above requirements. Local candidates (no relocation available) who meet those qualifications should submit a resume including a cover letter with salary requirements to:

**USCareers@Nilfisk-Advance.com**

**EEO/AA/M/F/D/V**

**NO AGENCIES PLEASE**