



EMRlogic Systems Inc.

We are the leading software provider in our field and our products help clients build Optometry practices and manage Optical stores that provide superior care to their patients & customers. We are unique as a privately held software company comprised of highly talented staff focused on innovation to provide our clients with excellence in products and services.

Position: Training Program Manager

The EMRlogic Client Services team has an immediate need for **an experienced, self-motivated, and independent Software Training Manager** with strong organizational skills. Your primary responsibility in this position will be to develop and manage a consistent, measurable, and scalable application training services program for our customers and partners. Reporting to the VP Client Services your responsibilities may expand based on our growth and your own performance.

Responsibilities include:

- Proactively learn about our product and services and the optometric and optical domain
- Develop and manage a modern training program and help build a culture of standard best practices for consistent user experience
- Work closely with all departments to proactively enhance overall training process and learning materials based on customer feedback and development lifecycle
- Organize ongoing online training webinars for large groups
- Work with application implementers to help organize a training schedule for all sites under implementation - and coordinate ongoing training services for existing customers
- Help develop a online portal using latest technology and resources to build a complete self-directed learning experience
- Engineer and maintain a results-oriented tracking system to measure training program's success as it pertains to each customer project and partner program.
- Manage Training SLA requirements for each account and conduct satisfaction surveys – measure results on continuous basis. Work closely with the account managers to ensure all training requirements are being met.
- Prepare a weekly report to track and measure success of all ongoing training activities. Identify any red flags and plan of action to address them proactively.

Requirements:

- At least four years of previous experience in working for a software development & services organization in a similar role with good references
- Ability to work in fast-paced and team-oriented environment with competing priorities

- Ability to travel through-out North America as needed - 10%
- Exposure to optical shop and/or medical office environment and US customers will be a valuable asset
- Ability to pass our entrance tests
- A bachelors degree from a recognized institution

Response Information:

If you think that you are an excellent fit, we are very interested to meet you.

Please e-mail an updated resume highlighting relevant experience and your salary expectations to:

careers@emrlogic.com

Kindly put "Training Program Manager" in the Subject line.

No phone calls, drop in or faxes please.

Only short-listed candidates will be contacted.

EMRLOGIC INC. is an EOE.

Thank you in advance for a submission.

Learn More at: www.emrlogic.com