

Position **TRAINING CONTENT WRITER: LIBERO**

Reports To Customer Support Manager

Department Customer Success & Experience

Location **Melbourne HO or REMOTE: NSW or QLD**

Type Casual or Part Time

Role Brief

Be a key contributor to our customers' experience and retention by providing outstanding online learning experiences.

Key focus is the development of online learner-focused training course and "help" materials, to provide our customers with ongoing self-help capabilities.

Key Attributes

- Strong Communication & Writing skills
- Listening & Approachability
- High Attention to Detail
- Time Management
- Ability to Work in a Team & Autonomously

Responsibilities

- Design and development of engaging, well-structured online training course materials, e.g. written instructions, video production, etc. for Libero Learning
- Collaborate with product specialists to ensure content accuracy and relevance.
- Development and management of online "help" information, e.g. written instructions, video production, etc. for Libero software in general
- Review, edit and update existing content and materials, to maintain consistency and alignment with brand and learning standards.

KPIs

- Deliver training courses accurately and on time
- Initiative and contribution to best practice and future course development
- Customer Satisfaction

Experience & Skills

- Strong working knowledge and experience with the Libero Library Management System
- Qualification and/or relevant working experience relating to Library Management includes specific operational know-how, current library processes and systems, etc.
- Experience writing training guides or help articles for software
- Experience working in consulting for software solutions and/or service delivery
- A good understanding of customer requirements related to Libero and other complementary systems
- Ability to manage multiple projects and deadlines
- Excellent attention to detail
- Customer focused
- Excellent communication, both written and verbal
- Consulting and Training presentation skills
- A true passion for Customer Success & Experience

Key Duties

Customer Education and Online Resources

- Writing and editing content for eLearning modules, videos, presentations and help articles
- Able to effectively communicate and present library and technical concepts to both technical and non-technical professionals
- Create and coordinate publishing of online training collateral for customers including functional "how to" and best practice advice
- Create DIY Support resources
- Identify and coordinate necessary changes to training resources (both print and video-based), as a result of changes in functionality and new product development

For more information, or to submit your CV, please email
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