

## Training Co-Ordinator

### Job Description:

Optimum Results Ltd, is an international specialist training and consultancy company, who have been in operation for over 26 years. We are leading specialists in Management and Staff Skills Development and provide bespoke training programmes.

Furthermore, we have our own online LMS, [www.seamscloud.com](http://www.seamscloud.com) which is cloud-based learning to streamline staff training for businesses.

As Optimum Results continue to expand, we are seeking a Training Co-Ordinator to join our team.

As Training Co-Ordinator you will play a fundamental role in two key areas:

- (1) Co-ordination of all training programmes: whereby you will manage current training programme admin duties and relationships with current clients
- (2) Achieving our growth objectives and customer acquisition through new business development.

The candidate will be based in our Dundalk offices (with hybrid working available).

The ideal candidate will have experience in new business development including generating leads, qualifying prospects, and comfortable making sales calls and closing sales, and administrative experience in meeting and managing client projects and co-ordination/ project management skills.

We are a 'Care Value' organisation, with a culture of talent development where we constantly create opportunities for you to learn, grow and feel empowered to realise your full potential and develop your career.

### Responsibilities:

- Admin duties for current training programmes including:
  - Manage and maintain the company "Training Programmes Calendar" and multiple Trainers calendars
  - Printing out handouts & sending material to trainers
  - Booking meeting rooms/accommodation for trainers
  - Correspondence between trainers and clients
  - Gathering attendance sheets/reports and filing appropriately
  - Provide support and communication to all clients and participants of Training programmes via our Help Desk service.
- Sourcing new customers and sales leads working in conjunction with our marketing department which includes inbound lead follow-up and outbound cold calls and direct marketing campaigns.
- Research accounts, identify key players and generate interest.
- Managing, maintaining, and updating customer database.
- Liaising with the marketing department to create appropriate marketing material where relevant.
- Assist line manager in compiling detailed, informative, accurate and innovative proposals.

- Following up proposals and updating CRM system to that effect with the main objective being to close deals.
- Assisting in the compilation of Tender Response Documents.

**Role Requirements:**

- Excellent communication skills (written and verbal).
- Experience in new business development and customer acquisition
- Experience in Admin/ Project Management.
- Ability to work on own initiative and be pro-active and forthcoming with ideas and ways to generate new business
- A professional, friendly demeanour.
- A strong team player and ability to work unsupervised.
- Good time-management skills and organisational skills.
- Ability to multitask on the job.
- Proficiency with Microsoft Outlook, Word, and Excel.
- Experience in business development of online and traditional training services (an advantage)

**Benefits:**

- Flexible working hours
- Quarterly performance related financial bonus after probation period
- Internal Progression Opportunities - Learning and Development programmes and courses
- Hybrid Working (after probation period)
- Care Values Organisation
- Recreational/ team activities
- Financial Advice
- Cycle to Work Scheme
- Free on-site parking
- Additional perks include smart/casual dress code, actively promoting a work/ life balance, Early finish time on Friday's weekly and Friday's preceding a Bank holiday, kitchen facilities.

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**Other Information:**

If selected for interview, you may be required to prepare and conduct a short 5-minute presentation on your CV. If you are interested in this position, please send CV and cover letter to [nikki.campbell@customerperceptions.ie](mailto:nikki.campbell@customerperceptions.ie)