

Technical Training Instructor

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Company: US Tech Solutions, Inc.

Location: Rochester Hills, Michigan

Category: other-general

Description:

This position is responsible for the facilitation of product knowledge and skills-based training to Technicians and Shop Foremen to achieve learning and culture change in the Audi retail environment. The successful candidate will possess an engaging personality and will be a dynamic facilitator of interactive learning experiences with an audience of adult learners.

Required Experience

Minimum 3-5 Years of Technical Automotive experience

Required Skills

Prior Facilitation at either a technical college or vocational program

Knowledge of adult learning theory

Knowledge of Process Improvement principles

Excellent presentation and listening skills

Dealership process diagnosis abilities

Personal Computer skills in the major MS Office applications: PowerPoint, Word, Excel, etc, and the internet

Highly competent facilitation, interpersonal and communication skills

Self-motivated and well organized - a continuous student of automotive technology

Personal Computer skills in the major office applications, i.e. Word, Excel, Access

Team Player - ability to build and sustain credibility with dealers, AE teams and Academy

Ability to understand how a top performing dealership functions to achieve high levels of customer satisfaction

Work Flexibility

Up to 25% travel required for train the trainer workshops for each new course, international travel for product training (Must Have Passport)

Responsibilities

Work with Team Leader and regional teams to make sure course offerings meet the needs of the dealers

Deliver technical, product knowledge- and skill-based instruction, including certification, tactical, product launch and tailored programs for the dealers

Insure the delivery of the Audi Brand profile (Sporty, Progressive, Sophisticated) is present in each training session

Participate as a subject matter expert in curricula design and development with the Sales/After Sales Account Team

Partner with Regional team members and Academy team members to assess training needs and provide feedback on curricula

Assist in the determination of core competencies for Technicians and Shop Foremen

Work with the Team Leader to ensure quality delivery and that goals and standards are consistently met

Stay ahead of industry trends and automotive products by attending auto shows and reading trade publications

Facility management – Maintain training center and work with security, JLL on building improvement/enhancements

Fleet Management – Maintain training center fleet. Make sure all vehicles are operational and in good working order to conduct training classes. This includes, but not limited to, removing and installing parts, small and large, to facilitate on-vehicle worksheets and diagnostic testing. Large parts removal and installation is performed utilizing special tools in some instances, where it would not be physically possible without, but in others requires employee to have physical capacity similar to a dealership technician to perform these tasks independently.

Tools and Equipment – Ensure that all tools and equipment at the Learning Center are available and in good working order. Tool setup, assembly and maintenance is required from time to time, thus employee should have physical capacity similar to a dealership technician in order to perform these tasks independently.

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