



Technical Trainer

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

Then, Truma has a place for you!

Who We Are:

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

What We Offer:

Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules

Challenging and progressive career development

Competitive salaries, travel mileage reimbursements, and excellent health benefits including Medical, Dental, Vision, Short-term Disability, Voluntary Life Insurance, and Basic Life Insurance (company paid)

Simple IRA with Company Match

Best practice PTO policies and paid holidays

Open communication, informal recognition, and team-building events

And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

What You'll Do:

As the Truma Technical Trainer, you will have the overall responsibility to evaluate, develop, maintain and conduct training to our customer base (B2B) and (B2C). You will develop literature and materials to be used in programs and conduct classes regarding the safe operation, installation, maintenance, and repair of Truma products.

Your Accountabilities in the Role:

1. Create product training material (B2B and B2C), such as Power Point presentations, self-help videos, general documentation, standard evaluations and product (installation) examples.
2. Deliver excellent customer **experience**-Deliver high-quality technical course **experiences** to a variety of customers. Ensure all Learners engage with classes, whether in a physical or virtual classroom environment.



3. Train B2B customers on installation, operation and repair, on site or in our designed training facilities in Elkhart, IN.
4. Maintain database of trained customers and ensure customer's technicians are up to date. Update CRM system accordingly.
5. Maintain online training access on Truma Dealer Portal, Truma webpage, Truma You Tube channel and any other online portals. Ensure limited access for B2B content.
6. Enroll in new product developments and work closely with the Business Development, Marketing, Service and Sales departments to ensure proper training documentation for start of sales.
7. Cross-organization collaboration-Work with cross-organization business partners in curriculum development to improve course material and learning paths based on feedback from the classroom.
8. Close relationship with the Training department from our headquarter in Germany and our sister company in Sweden, to ensure continuous exchange of training material, knowledge and updates on products.
9. Develop Service Partner program in hand with Truma's Service department.
10. Develop Truma Partners (dealerships) in hand with Truma's Sales department.
11. Conduct internal training for Truma employees for onboarding and new product development. Become a product expert.
12. Interface and support other areas of the business as needed to ensure overall department success.
13. Support during trade shows to explain products to customers.

The job criteria may include other duties, responsibilities and activities, which may change or be assigned at any time with or without notice.

Position Requirements:

- A. **Education:** Requires Associate Degree in Mechanical Engineering, or related field, or equivalent combination of education and experience. Train the Trainer certification with an accredited adult learning organization.
- B. **Experience:** 3-5 years of progressive experience in technical hands-on training and/or leading presentations, public speaking, or classroom training for related technology requirement.
- C. **Functional Skills:** Must be able to understand complex information and communicate information to people with diverse professional backgrounds. Ability to manage tasks, projects and time effectively.
- D. **Technology Aptitude/Skills:** Experience with Microsoft Office products including Excel, Word, Outlook, and PowerPoint required, as well as using recording and presentation tools. Experience with CRM preferred.
- E. **Language Skills:** Excellent verbal and written communication skills. Dynamic speaking and ability to engage an audience actively.
- F. **Leadership/Behaviors:** High relational, self-starter for time management, excellent with follow through and meeting deadlines. Excellent ability to network and build relationships. Must be motivated and able to work with minimal supervision.
- G. **Culture Match:** Professional in appearance, reliable and able to work within a close team while possessing individual accountability for the role is key. Must be presentable to meet with external and internal partners and customers. Team-oriented with a positive attitude.



Contact us today and learn more about the Truma Family and how we can enhance Your Career!

Email: careers@trumacorp.com

We are an Equal Opportunity Employer