(Regional) Application Training Consultant

Company Overview

Established in 2010 and headquartered in Singapore, BIPO is a **global payroll and people solutions** provider. Our comprehensive **total HR solutions** include our Human Capital Management (HCM) suite, Global Payroll Outsourcing (GPO) and Employer of Record (EOR) service across 160+ global markets.

We are better connected to support companies' payroll and people solutions needs through a global network of 40+ offices, four R&D centres, and business partners across 160+ markets. To date, we have served 560,000+ headcounts and 3,300+ clients.

Key Responsibilities

The specific responsibilities that relate to this role include but are not limited to:

Products and Services Knowledge
- Continuously and proactively learn and be familiar with the BIPO's products and services updates to ensure effective product training and sharing to internal team members.
- Work closely with Marketing team to update the marketing materials.

Content Development
- Responsible for creating, facilitating, monitoring, evaluating and documenting BIPO services and solutions, and maintain up-to-date online product knowledge base
- Responsible to collaborate with subject matter experts and stakeholders using independent judgment, problem solving, and analytical skills in identifying and assessing learning needs
- Design and deliver educational programs and content.
- The position is considered proficient in adult learning, instructional design, and group facilitation, thus, the development of suitable learning programs for targeted audience.

Training
- Develop learning materials to support learning programs.
- Conduct face-to-face or web training sessions.

Client Services
- Ensure proper training to client to ensure proficiency with BIPO platform.
- Ensure proper handling client's data.

Relevant Experience and Qualifications

- 3-5 years of exposure in Application Trainer Role.
- A diploma or degree in Computer Science, Information Technology or equivalent.
- Candidate must possess at least a diploma or Degree in Computer Science / Business Admin / Engineering (Computer / Telecommunication) / Multimedia.
- A customer-centric, intellectually curious, bright, energetic person with the ability to drive the learning programs.
- Excellent communication (written, verbal, and listening) and presentation skill.
- Able to speak/read English and Mandarin fluently is a must.
- Good interpersonal skill and sensitivity to working across other cultures and values diversity.
- Good time management and prioritization skill.
- Proactive and independent learner.
- High attention to details and organized.
- Copes well under pressure and time critical issue.
- Prior experience in HRMS products implementation / support are added advantages.
- Fresh graduate or candidate with 1+ year experience would be considered for the Associate Application Training Consultant Role.

Useful links

- Website: www.biposervice.com
- Facebook: https://www.facebook.com/biposvc
- LinkedIn: https://www.linkedin.com/company/bipo-svc/

To apply for this role, please contact **my.hr@biposervice.com**