

Job Description

Job Title: Associate Training Consultant

Location: Malaysia

Company Overview

Established in 2010 and headquartered in Singapore, BIPO is a leading global payroll and HR solutions provider, supporting businesses in over 170+ countries.

We deliver an award-winning, cloud-based HR Management System and Athena BI analytics tool that supports our multi-country payroll outsourcing and Employer of Record (EOR) services. Powered by tech and driven by data, we help companies automate HR processes, ensure compliance, and provide workforce insights.

With 50+ offices worldwide, BIPO combines global compliance, local HR expertise, and scalable technology to manage the entire employee lifecycle for global and remote teams.

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.

Requirements

- 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.
- Proficiency in English is required, and fluency in Chinese would be advantage.
- 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 careers.my@biposervice.com.