

Client Training & Sales Support Officer Vacancy – office and field-based, Edinburgh

We are looking for a confident client facing person, ideally with advanced Microsoft Office skills, who has a passion for, and interest in digital technology, and is a quick learner, to present, demonstrate and train on the benefits of our hardware products and associated Print Management Software.

The role of the Client Training & Sales Support Officer Client Support is to offer training and assistance to both our clients and our sales force in our range of Ricoh, Konica Minolta, Canon and HP MFDs – multifunctional copier / printer/ scanner / fax devices.

The key part of the role is taken up with demonstrating our devices and print solutions, either to prospective clients in our recently refurbished Edinburgh showroom, or once the devices and software have been installed in clients' premises. This involves training on device functionality, colour capability and associated print management software. You may be carrying this out either on a one-to-one basis or to a larger client key operator group, or to a sales team. You will also accompany our sales executives when they present the many features and benefits of the latest devices to prospective and existing clients at pre-sales appointments.

Our market-leading manufacturers' models constantly evolve and so you should be the type of person who has no difficulty in keeping abreast of technical developments and functionality that enables us to tailor our hardware options to suit the individual requirements of every client. You will work in tandem with our IT Support Engineers and Software Project Managers during major contract installation projects. You will also support our Technical Helpdesk in the continuing maintenance and aftercare of devices, once our client contracts are up and running. Being able to troubleshoot end-user Microsoft Office issues which can affect a printer will be a real advantage.

This role demands a friendly, positive, organised and energetic self-starter who is confident and disciplined in his / her approach and naturally comfortable in the role of communicator. As you will be required to travel to clients on a regular basis, we will provide a company car, which is also for personal use, or a car allowance. Depending on location, this can mean travelling outside normal working hours from time to time.

You are likely to already use PowerPoint, Excel, Word and Outlook regularly to a highly proficient level. Industry experience is not essential as full training will be provided, including online product certification.

Main duties

- To support clients with their training requirements at installation or when machines or managed print services are upgraded.
- To assist our sales personnel in pre-sales meetings or client demonstrations of our range of products, either in our branch showroom or on site at clients' premises. This may include a PowerPoint presentation of benefits.
- To train new sales recruits and the existing sales teams on new products, as well as run refresher courses as and when applicable, on the whole range of products.
To maintain a comprehensive working knowledge of our range of products including all aspects of operating the equipment.
- Effective diary planning, time management and maintenance of client training records.
- To support our management of large accounts effectively and ensure that all training requirements / issues are addressed on a continual basis in association with the Account Manager.

- To identifying software, services and training opportunities while in the field.

Qualifications / Experience / Attributes

- Must be PC literate with proficient Microsoft Office skills – Outlook, Excel, PowerPoint and Word, to advise and train end users
- Industry experience not essential (however could be an advantage) as training will be provided
- Previous training and presentation experience would be an advantage
- Excellent communication skills, use of initiative and effective time management
- Self- starter with organised, disciplined approach
- Outgoing personality with a positive, can-do attitude
- Full and clean UK Driving Licence with a minimum of twelve months' driving experience
- Team player

Main Benefits / Conditions

- Salary dependent on experience
- VW Golf Match company car or car allowance plus fuel card
- Main working hours: 8.30 to 5.00 Monday to Friday (37.5 hours)
- Annual leave of 33 days per annum, including public holidays, rising to 36 days after 2 years' service and 38 days after 5 years
- Auto enrolment into the company pension scheme with minimum personal contribution of 3% matched by a maximum company contribution of 3%
- Employee Assistance Programme
- ISO 9001:2015 (Quality), ISO 14001: 2015 (Environmental), ISO 27001 (Security); Cyber Essentials accredited Company

The Company

Capital Document Solutions is Scotland's largest independent supplier of the world's top-ranked office products to the private and public sectors: Ricoh (No1), Canon (No2), Konica Minolta (No 3) and HP, plus associated print management software and document solutions. We are one of only 8 approved suppliers on the Scottish Government Procurement framework.

Our 200+ employees work out of our five established branches based in Edinburgh, Glasgow, Aberdeen, Inverness and Dundee. Our reputation is second to none and has been consistently maintained over our 40 years in the Office Equipment and Document Solutions Marketplace by our highly trained staff and our dedicated approach to customer service.

Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people and our vision statement is: *to continuously strengthen our business and be proud of all that we are and do*. To be successful in this role we will expect you to demonstrate personal values that match our company culture of integrity, responsibility, care and openness.