



The Carey Group
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Job Description

Title: Consultant/Senior Consultant

Responsibilities:

- Take ownership of assigned projects from initiation of project through completion and follow-up
- Develop and write software and user guides for Window-based computer programs
- Train users and trainers on range of computer applications in short term and long term assignments
- Advise clients and colleagues on interpretation and application of training methodologies
- Assist clients in determining training objectives
- Software testing and defect reporting
- Develop on-line help systems for clients
- Develop multi-media and web-based presentations
- Special projects
- May include supervision (if so, see job description for supervisor)
- Senior Consultant must be involved in marketing activities (see direct report for details)

Skills:

- Must possess superior communication skills, both written and verbal
- Must possess superior platform skills; must be able to tailor training skills to diverse client base; must be able to accurately assess learning styles and evaluate client climate
- Must possess superior interpersonal skills; must possess sensitivity, patience and tact, as well as the ability to influence clients in a positive and professional manner; must be able to exercise sound judgment
- Must be able to work with a diverse client base; must be able to adapt to new client cultures
- Must be flexible; must be able to handle multiple and changing priorities and quickly recognize top priorities; must be able to meet deadlines
- Must be able to maintain confidentiality
- Must be a team player and work with others to reach common goals
- Must enjoy learning new skills and growing a skill base
- Must be proactive in learning software packages and stay abreast of changing technologies
- Must be able to handle constructive feedback and be able to use feedback to develop skills and expertise; must be able to provide feedback to staff and colleagues
- Must be willing to travel

The employee must have expertise, or at minimum, a working knowledge, in the following areas:

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| • MicrosoftWord | • Lotus Notes |
| • Windows 95 | • Doc-2-Help |
| • Windows NT | • PageMaker |
| • Microsoft Office | • Quark |
| • Corel Office (WordPerfect) | • FrameMaker A+ |