

FULL-TIME CLIENT IMPACT TRAINER

Remote Work: Enjoy the flexibility of working from anywhere.

Travel Opportunity: 30-50% travel to engage with clients and partners.

Compensation: Competitive base salary + commission & additional bonus opportunities.

Department: Training

Reports to: Director of Training & Manager of Training

HQ Location: Houston, TX

POSITION SUMMARY

The Client Impact Trainer is responsible for proactively driving client engagement, training, and utilization of J Turner's data and tools. Working alongside Business Analytics Consultants (BACs), Trainers take a bottom-up approach by building relationships with onsite and regional teams, identifying opportunities for engagement, and creating compelling reasons for clients to participate in training and use the J Turner dashboard.

Through proactive outreach, webinars, one-on-one sessions, and in-person presentations, Trainers empower clients to apply J Turner's data, research, and tools to better understand their residents and prospects and ultimately improve the resident experience.

KEY RESPONSIBILITIES

- Proactively drive client engagement and schedule trainings through phone calls, targeted emails, LinkedIn, and other creative outreach.
- Build relationships with onsite, regional, and corporate contacts to expand engagement beyond primary client contacts.
- Use client data, dashboard insights, and J Turner research to create relevant reasons for training and engagement.
- Design and deliver engaging webinars, one-on-one sessions, group trainings, and in-person presentations.
- Monitor client engagement and platform utilization and proactively re-engage underutilized properties and contacts.
- Identify opportunities for broader and recurring trainings to increase engagement across client organizations.
- Serve as a subject matter expert on J Turner's products, research, data, and best practices.
- Collaborate with BACs and other cross-functional teams to identify training needs and engagement opportunities.
- Attend industry conferences and client events and present educational content when appropriate.

JOIN OUR TEAM

