

# Trainer

## Company Description

Ever stared in awe at the view from the top of the Empire State Building? Been privy to one of the four giant panda exhibits in the USA at the world famous San Diego Zoo? Screamed like a small child while going down a 95 degree drop at Hershey Park with nothing but a thin metal rail between you and the pavement below? If you have, you have used Gateway Ticketing Systems' products when you bought your ticket and walked through the gate. Our top 100 (and we have over 400) customers collectively sell over 200 million tickets a year -- that is more than Ticketmaster. Our systems are installed in the busiest theme park in the world, the largest ferry system in the USA, and the most popular zoos, aquariums and museums globally.

Gateway Ticketing Systems is looking for a full time Technical Trainer to develop and conduct training courses for both internal and external customers and who has the creativity, eye for detail and exceptional technical and interpersonal skills to rock the training field.

## Job Description

You've always thrived on understanding something and helping others "get it" too: whether as the sibling most likely to teach mom how to use the Internet and not be cut out of the will; the first of your friend group to be on the Facebook bandwagon and to tweet; or the first friend who's called when there's a technical snafu, you figure it out and make sure others do too. Learning is a passion that didn't stop in college (you should have at least a Bachelor's degree, by the way) and you bring it to work with you. Your eye for detail not only catches the typos in the training materials. It also quickly sees the qualifications, limitations, abilities and temperaments of your students so you can adapt classroom strategies on the fly for the optimal training experience. Different trainings and students have different learning requirements and you are an ace at getting the point across to novices and experts alike.

Anything else? Why, yes, glad you asked:

You're not a geek *per se*, but understand enough geek speak to be able to gather instructional information from the programming crowd on what works and how.

You're a whiz with various technologies that make your training materials tops: snazzy PowerPoint transitions? No problem. Screenshots that don't look hacked? You got it. A screencast for instructor-led online training? You don't break a sweat.

No one needs to tell you to get a clue. You're a self-starter and up-to-date on the latest instructional trends and techniques, backed by research and experience. Your thirst for knowledge leads you to learn about both training and ticketing industry trends as well as emerging technologies.

You're not just comfortable talking to strangers, you're awesome at making them comfortable with you. No matter how dry the subject matter, students look forward to your training sessions: they know they'll learn what they need to and have fun doing so.

## What we can do for you

Competitive salary in a low cost-of-living area

Medical, dental, vision and prescription benefits

Over three weeks paid time off from date of hire -- You don't have to work *all* the time.

401k plan with matching -- Because some day you actually will retire

Flexible hours , including the opportunity to work from home

Awesome small town Pennsylvania environment with an easy drive to Philadelphia. We probably have more pizza parlors and sandwich shops per square mile than any other place in the world. We're also just a few hours' drive from Washington, DC, the Jersey Shore, and New York City.

Casual work environment – With a small contribution that goes to one of our many charities, you can even wear shorts and a t-shirt.

While our work environment is casual, we take our core values very seriously: Customer Care, Integrity, Passion, Accountability, Teamwork, and Communication

Give you a chance to see what goes on behind-the-scenes at some exotic locations to support our customers

Life and disability insurance – No one really likes to talk about this but if you need it, you and your family are covered.

## What we are looking for from you

- Experience with designing customer databases based on customer's unique business/operational requirements.
  - Knowledge of relational databases and common programming techniques.
  - Experience with AuthorIT, Fullshot, and/or other tools.
  - Experience in Web design.
  - Experience in retail, point of sale, or revenue control systems or operations.
  - Experience with Gateway Ticketing Systems software.
  - Participation in ASTD (American Society for Training and Development) is a plus.
- Ability to write articles using original or innovative techniques or style.

## Additional Information

Please send your resume and salary requirements to [employment@gatewayticketing.com](mailto:employment@gatewayticketing.com). Extra points will be given for creative cover letters.

And now, for the stuff Human Resources makes us say: We can only accept applicants who have the permanent legal right to work in the United States and are available for an interview in Pennsylvania. Excellent candidates can be relocated. Gateway Ticketing Systems, Inc. does not discriminate in employment matters on the basis of race, color, religion, gender, national origin, age, military service eligibility, veteran status, sexual orientation, marital status, disability, or any other protected class. We support workplace diversity.

