



## **Position: Call Center Trainer**

### **Job Description**

The trainer will be responsible for training newly hired employees and for supporting experienced employees to improve their performance. Their duties include creating educational material, conducting training sessions, identifying skills gaps to help improve productivity/performance, and ensuring staff members stay motivated and focused.

### **Responsibilities**

- Developing call centers' education materials, such as digital presentations, how-to manuals, and instructional videos.
- Scheduling and conducting training sessions on various call center topics to prepare and support new hires and experienced employees.
- Training experienced employees on new or updated call center procedures to improve their performance.
- Observing the daily operations of call center employees and identifying any areas of improvement.
- Liaising with team leaders and managers to conduct on-the-job coaching.
- Measuring the effectiveness of training sessions and preparing individual or team progress reports.
- Ensuring employees keep up their productivity and maintain high levels of customer satisfaction.

### **Requirements**

- At least two years of experience working in a call center.
- A bachelor's degree in human resources or a related field is preferred but not required
- Proven experience working as a trainer or team leader.
- Additional certification or prior experience using eLearning software, or adult education and training are preferred.
- Familiarity with different learning methods and learning management systems, such as Google Classroom, Zoom, Teams.
- Excellent knowledge of sales techniques, troubleshooting software, and customer service best practices.
- Strong teaching abilities and mentoring skills.
- Excellent communication, interpersonal, and conflict resolution skills.
- Ability to provide leadership and guidance to personnel in a fast-paced and stressful work environment.
- Ability to travel out of the country.