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**Position Title: Trainer**

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**Department:** Training and Quality  
**Reports to:** Training and Quality Manager  
**Supervises:** N/A

**Description:**

Assists the Training and Quality Manager to conduct monitoring and training sessions with the with purpose of developing Customer Service staff in the specified department. Collaborates with Supervisors and Team Leads to identify training needs and develops respective training curriculum to address these needs. The Trainer position requires working long hours when needed, and the ability to relay complex material in an easy to understand and structured form to a larger class of students. The trainer will also develop check system to gage the effectiveness of training sessions.

**Key Responsibilities:**

- Deliver new Hire training to all new support agents.
- Facilitate training utilizing a variety of delivery formats, including traditional Instructor-led training, co-facilitation and virtual classes.
- Attend all bi-weekly training calls with client account training managers.
- Deliver monthly calendar of training events scheduled for the support center.
- Provide client training management regular training implementation reports.
- Responsible for the delivery of both soft skill and technical training.
- Alternates shifts according to training requirements.
- Maintains and verifies that review exercises are relevant; measures retention of new and tenured agents.
- With the assistance of the Training and Quality Manager, creates tests and procedures to measure success of conducted training.
- Maintains a professionally structured class environment according to established policies and procedures.
- Consults with internal customers and develops custom courses to meet specific business needs.
- Reviews market development in the field of customer service training and adult education.
- Performs all procedures completely and accurately.
- Ensures that all issues and requests for service are processed correctly and in a timely manner.
- Provides feedback to management regarding process improvements.
- Refers issues accurately when issues are outside of support boundaries or when resolution cannot be confirmed.
- Demonstrates a strong customer service orientation and takes task ownership.
- Creates a positive impression of arvato service and client, through words and actions.
- Must be able to answer incoming phone calls (and/or incoming e-mail) on the client's customer support line, providing a high degree of professional assistance.
- Assist with special projects and other duties as assigned.

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**Knowledge, Skills and Abilities:**

- Bachelor's degree (or equivalent work experience) required, preferably in Business Management, Finance or a related field.
- Must be fluent in written and spoken English.
- Formal Trainer course certification required.
- Minimum of 1 year of experience in a Customer Care and/or BPO operation.
- Previous experience in an Education/Training environment.
- Usable knowledge of Microsoft Office and Outlook software programs.
- Ability to gather and analyze data and make recommendations to manage growth and change.
- Experience in staff scheduling and management.
- Demonstrated abilities with qualitative and quantitative analytical skills.
- Ability to maintain professionalism at all times, make decisions and work without supervision.
- Ability to successfully gather and analyze information to effectively diagnose the customer's problem.
- Ability to develop effective solutions to difficult problems or situations.
- Makes timely, practical and cost-effective decisions, and facilitates others in doing so.
- Effectively selects the best option from a limited number of possible actions or standard options.
- Structures basic information accurately and draws informed conclusions.
- Is confident about his/her ability to contribute effectively.
- Takes responsibility for his/her actions, and willingly accepts constructive criticism.
- Strong mentoring skills, presentation and team building skills.
- Ability to gauge user ability and modify delivery skills accordingly.
- Understand and comply with all company and departmental rules and regulations, policies and procedures and confidentiality requirements.
- Must be a self starter, organized and pay close attention to detail.
- Has a desire to assist others to reach personal goals.
- Must be flexible with schedule and work well under pressure.
- Works well in a team environment, a good communicator, pays close attention to detail and is deadline driven.
- Possesses a positive and upbeat personality with excellent attendance records.
- Must pass course assessment within the client account training tool prior to delivering training to New Hire agents.
- Preference will be given to candidates with applicable client account experience.

**Physical Requirements:**

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.