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## Position Title: Training and Quality Manager

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**Department:** Training and Quality

**Reports to:** Operations Manager / Account Manager

**Supervises:** Training and Quality Team

**Description:**

Training and Quality Manager is responsible for ensuring continuous training of employees based on the organizational and individual needs. This position should ensure that quality procedures are documented, audited and maintained. The scope of the role includes campaign setup, implementation and performance management. Through the completion of quality audits, the Training and Quality Manager is also responsible for working with the Training and Operations teams to improve procedures.

Ongoing Training and Quality development is a major focus in tech support operations. Arvato will implement procedures and utilize tools that have proven to be successful “best practices” in other customer contact centers at Arvato. The scoring model will be implemented according to client requirements and industry standards.

**Key Responsibilities:**

- Work with Training and Quality Assurance (“QA”) staff to develop training and quality initiatives that incorporate the theories of Adult learning, interactive training techniques and assessment tools that enable agents to exceed expectations.
- Develop training manuals, visual aids, and other training materials
- Plan, direct and supervise the work activities of the training and quality team.
- Defines training budget (training equipment, videos, exterior training programs)
- Creates and analyzes training and quality reporting to support business needs and initiatives.
- Provides recommendation and resources to support any training or quality gaps for product, client or internal drivers.
- Delivers train the trainer module to process trainers and training SPOC (Single point of Contact) within processes.
- Execute training programs.
- Create training policies and schedules.
- Provide newly trained employees with a supportive, developmental work environment by pairing them with a mentor or coach as required.
- Validate and verify data collection procedures and formats.
- Conduct end to end process audits for Arvato-MS
- Implementing Customer Operations Performance Center metrics and other quality initiatives.
- Provide leadership and guidance for Training and Quality Assurance team.
- Oversee training curriculums and QA processes.
- Identify areas of development and improvement and make suggestions to support call centre Key Performance Indicators
- Maintain a measurement system to determine Return on Investment on training and quality.
- Establish and drive tactical and strategic Training and QA plans and initiatives.
- Supports other programs and projects by sharing best practices, experiences and know-how

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- Coordinates with Account Managers to interface training and quality assurance issues.
- Ensure all changes to processes are communicated, documented and implemented through established methodology and communicated to operations.
- Identify deficiencies within training and quality assurance for the purpose of developing and implementing enhancements/improvements
- Willingness and ability to work in a multi-cultural environment and to travel as required.
- Assist with special projects and other duties as assigned.

### **Knowledge, Skills and Abilities:**

- Bachelor's degree (or equivalent work experience) required, preferably in Business Management or a related field.
- Must be fluent in written and spoken English.
- Minimum of 1 year of experience in a Customer Care and/or BPO operation.
- Minimum of 6 years of relevant management experience.
- Minimum of 3 years of experience working with at least one process excellence system – e.g., Six Sigma, Lean, COPC, etc.
- Must have strong background and knowledge in Training and Quality assurance areas.
- Certified Trainer is an asset.
- Experience in managing multiple Training and QA initiatives.
- Proven ability to manage people, processes, and technology.
- Strategic thinker and strong analytical skills.
- Excellent understanding of Training and QA principles.
- Client Relationship exposure.
- Experience with developing a Training and QA team in a call center and/or BPO environment.
- Possess senior management leadership abilities and skill, such as the ability to build teams and manage operational, organizational and financial elements. Demonstrated experience coaching and developing individuals.
- Ability to influence and motivate others.
- Superior written and verbal communication skills and presentation skills.
- Excellent leadership and developmental skills
- Demonstrated success managing new initiatives while meeting operating and budgetary requirements.
- Strong knowledge of call centre software, technology and key indicators.
- Excellent organizational skills and exceptional follow through discipline
- Strong leadership skills
- Excellent presentation skills.
- Analyze problems, detect root causes and resolve all issues
- High internal customer focused orientation
- Excellent time management, planning, organization and prioritization skills.
- Empathetic self motivator with solid interpersonal skills, achievement oriented
- General business acumen, including reporting and analysis, presentation skills, and organizational abilities.

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**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.

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.