

Job Description

Job Title: Trainer

Reports to: Training Coordinator

Department/Area/Subarea: Production and Delivery of Service/Training & Process/Training

Contract: Full Time

Location: All Cities

Grade: To be filled by OD.

Responsible for: N/A

Travel Requirements: 25% of the time



Job Summary / Overview

A trainer utilizes superior skills in training, coordinating, listening, problem-solving, and human relations to assure excellent customer service and sales skills, including all areas of the company and changing/improving material and processes.



Key Responsibilities and Accountabilities (may perform other duties as requested not specifically addressed in this document)

- Participate in the main Processes of ITAL:
 - o Job interviews, assessments, job proposals.
 - Provide MYC presentations and retain new hires.
 - Accurately detect PTL trainees and create action plans to retain them.
 - Keep the operation and support areas informed on New Hires performance.
 - Manage different learning styles and adapt material to the NH capabilities and abilities.
 - Request supervisor assignation to ACM.
 - Implement 1:1 and Feedback sessions with New Hires.
 - Request and obtain badges for New Hires.
 - Assist Agents in 30-day performance follow up.
 - Attend Quality Calibrations.
 - Integrate BEST T&D information to get certified.
 - Execute BEST T&D processes.
 - Proactively provide business solutions.
 - Prepare Top Call Driver material.
 - Analyse operations' and clients' needs.
 - Investigate new ways of facilitation.
 - Manage PPC and IEX systems.
 - Set Team's Goals and Expectations.
 - Negotiate with the support areas interactions.
 - Participate in internal courses.
 - Control results through action plans.
 - Report continuous education compliances.
- Prepare and update Client's Material. Develop new hire abilities and capabilities.



Decision Making Authority

Decisions Expected

- Manage different learning styles and adapt material to the New Hires' Capabilities and Abilities.
- Keep the operation and support areas informed on New Hires Performance.
- Execute BEST T&D processes while facilitating product trainings.
- Report Incidences of trainees during New Hire.
- Provide feedback to all trainees during training & On the Job period.
- Develop Material and activities to enrich the New Hire's and up training agendas
- Deliver Up training to trainees
- Support Operation & Quality Departments by detecting areas of opportunity and creating action plans in conjunction to counteract them.
- Execute excellent communication and leadership skills
- Detect agents with propensity to leave the company and retain them accordingly.
- Develop new hire abilities and capabilities.
- Graduate and assign the New Hire trainees.
- Deliver product training to new hire.
- Report any dismiss trainee during New Hire.
- Provide follow up to all New Hire groups during the first 30 days on floor.
- Manage all necessary resources to optimize trainee's performance such as: ABC, Incidences Tool, Clients Tools, Training tools, Ice Breakers, Team Builders, etc.
- Be aware of Tickets created

Recommendations Expected

- Deliver product training to new hire
- Report Incidences of trainees during New Hire.
- Develop Material and activities to enrich the New Hire's and up training agendas Reinforce any change on procedures or information on floor.
- Support Operation & Quality Departments by detecting areas of opportunity and creating action plans in conjunction to contra resting them.



Main Job Requirements

Education and Specific Training

Bachelor in Business Administration, Psychology, Marketing or related career desired.

Work Experience

6 months Call Center experience and/or in a similar position

Special Certifications



Required Skills

Technical Skills

- Product Training Facilitation skills
- Group control
- Proper use of Teleperformance's tools.
- Level competencies on PerformM (Score: competencies average on level 3)
- 90% of English is needed

Competencies and Specific Skills

- Smart and decisive with data
- Self aware and self managing
- Agile and adaptable
- A global thinker
- Innovative and Creative
- Purposeful and Impactful
- A True Partner
- An authentic and connected leader
- An infinite learner
- Digitally smart

Prepared by:

Date:

Approved by:

Date:

Revised by:

Date:

Organizational Chart

