

Career Opportunity

Contact Center Trainer

JOB SUMMARY

Amplia Communications Limited is seeking a highly skilled and experienced **Contact Centre Trainer** to join our team. As a Contact Centre Trainer, you will be responsible for designing, developing, and delivering comprehensive training programs to new and existing contact centre employees. The incumbent's main goal will be to ensure that our customer service professionals are equipped with the knowledge, skills, and tools necessary to deliver exceptional customer experiences. This role requires strong communication and interpersonal skills, a deep understanding of contact centre operations, and a passion for training and development.

MAIN RESPONSIBILITIES

- ❖ Delivering service excellence daily in keeping with Amplia Communications Customer Service Philosophy.
- ❖ Partners with department leaders to identify training needs for new hires and existing employees.
- ❖ Partners with the management team to keep appropriate personnel apprised on ever-changing policies and procedures to ensure a consistent customer experience.
- ❖ Training Program Development: Design and develop comprehensive training programs tailored to the needs of our contact centre, incorporating best practices, industry standards, and company policies and procedures.
- ❖ Onboarding: Conduct onboarding training for new contact centre employees, including orientation, system familiarization, product knowledge, and customer service skills.
- ❖ Training Delivery: Deliver engaging and interactive training sessions using various methods such as classroom training, e-learning modules, workshops, simulations, and role-playing exercises.
- ❖ Content Creation: Create training materials, including presentations, handouts, videos, and online resources, to support training initiatives and ensure consistency in training delivery.
- ❖ Training Evaluation: Assess the effectiveness of training programs through evaluations, feedback surveys, and performance metrics to identify areas of improvement and make necessary adjustments.
- ❖ Coaching and Feedback: Provide ongoing coaching and feedback to contact centre agents to enhance their performance, address skill gaps, and promote continuous improvement.
- ❖ Training Documentation: Maintain accurate and up-to-date training records, documentation, and reports, including attendance, training completion, and performance evaluations.



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- ❖ Collaboration: Collaborate with cross-functional teams, including contact centre supervisors, quality assurance, and operations, to identify training needs, align training initiatives with business objectives, and ensure training materials are up to date.
- ❖ Stay Updated: Keep abreast of industry trends, emerging technologies, and best practices in contact centre training and customer service to continuously enhance training programs and stay ahead of the curve.
- ❖ Continuous Improvement: Proactively identify areas for improvement in training processes, methodologies, and tools, and implement innovative solutions to enhance the effectiveness and efficiency of training delivery.
- ❖ Working with internal Quality Assurance teams to conduct informal/formal training needs assessments, identify training gaps, and drive improvements to the training curriculum and/or delivery.
- ❖ Perform any other duties and responsibilities as assigned.

MINIMUM JOB REQUIREMENTS

- ❖ Education: Bachelor's degree in a relevant field (such as Education, Communication, or Business) or equivalent work experience.
- ❖ Experience: Minimum of three (3) years' experience in training and development within a contact centre or similar environment
- ❖ Training Expertise: Demonstrated expertise in designing and delivering contact centre training programs, including onboarding, customer service skills, product knowledge, and system training.
- ❖ Industry Knowledge: In-depth understanding of contact centre operations, customer service principles, and best practices in the industry.
- ❖ Communication Skills: Excellent verbal and written communication skills with the ability to effectively present complex information in a clear and concise manner.
- ❖ Training Techniques: Proficiency in instructional design methodologies, adult learning principles, and various training delivery methods.
- ❖ Coaching and Feedback: Strong coaching and feedback skills to provide guidance and support to contact centre agents for performance improvement.
- ❖ Technology Proficiency: Familiarity with contact centre technologies, customer relationship management (CRM) systems, and e-learning platforms.
- ❖ Analytical Skills: Strong analytical and problem-solving skills to assess training needs, evaluate program effectiveness, and make data-driven decisions.
- ❖ Adaptability: Ability to adapt to a fast-paced and dynamic environment, juggle multiple priorities, and meet deadlines while maintaining a high level of attention to detail.
- ❖ Team Player: A collaborative mindset with the ability to work effectively with cross-functional teams and build positive relationships at all levels of the organization.

INTERESTED CANDIDATES CAN FORWARD CV TO:

AMPLIA Human Resources at: vacancy@amplia.co.tt no later than May 24, 2023



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