# Instructional Design and Delivery for Call Center Operations

# Role and Responsibilities

NationsBenefits is currently seeking an Instructional Designer/Trainer to add to our Learning & Education department. The primary function of this position is to identify needs and design, develop, and deliver learning experiences that change behavior, delight audiences, and drive business strategy.

**Responsibilities:**

* Will “own” the training book of business for assigned departments, to include analyzing KPI and other business data to identify training opportunities. First area of assignment will be in Call Center Operations.
* Designs and develops training programs using established adult learning theory; including remote learning methodologies, needs assessments, analysis, design, development, implementation, and evaluation.
* Output will express in virtual, ILT, OJT, or digital format and will include anything from long form - anywhere from 1-2 week programs up to months-long progressive curriculum – as well as just in time deep dive skills building day or day-part sessions, plus job aids, videos, manuals, or SOP, in print and digital format.
* Works closely with SME’s, etc. to ensure that training materials are effective, current, and legally compliant.
* Delivers Instructor Led Training (ILT) and virtual classroom training, using sound instructional design and making innovative use of technology in both.
* Measures and evaluates training effectiveness (Level 1-4 Evaluation Programs). Monitors, reviews, and reports on the progress of associates via reports in the Learning Management System and other communication tools. Evaluates the effectiveness of training and development programs and presents to Leadership.
* Contributes to an organized and “in-demand” Learning Management System which includes: digital compliments to ILT programs, deep dive program on core skills, interesting enrichment opportunities that map to needs assessment and other data.
* Overseas org development for assigned departments.

# Qualifications and Education Requirements

* Familiarity with customer care and/or call center environments preferred
* Bachelor’s degree in related field required
* 3 years related experience required
* Experience with MS Office (Word, PowerPoint, Excel), presentation, documentation, and basic video/audio software tools
* Immaculate writing and instructional design skills.
* Strong ILT and platform skills
* Experience in Insurance, Medicare, or other highly regulated environment strongly preferred
* Expert knowledge of Storyline and Articulate 360
* Advanced PowerPoint skills
* Data and metrics focused

Preferred:

* Advanced skills in desktop publishing software (MS Publisher, InDesign, etc.), HTML editing tools (Adobe Dreamweaver, etc.), and Photoshop.
* Knowledge of different e-learning formats and ability to recommend the best approach based on the uniqueness of each situation (.MP4, SCORM or xAPI).
* Demonstrated experience with LMS environments, Adobe Creative Cloud, elearning content authoring tools (Adobe Captivate, Articulate Storyline, Elucidat, Lectora, iSpring, Gomo Learning, SmartBuilder, etc.), screencasts (Screenflow or Camtasia) and online graphic design tools such as Canva

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