



## **JOB DESCRIPTION**

**JOB TITLE:** Training Facilitator

**DEPARTMENT:** Training and Quality Assurance

**REPORTS TO:** Director of Customer Service and Training

**FLSA STATUS:** Exempt

### **SUMMARY:**

The Training Specialist manages the activities involved in the preparation, delivery and assessment of training and development programs for People's Trust Insurance Company. This role consults with internal clients to address requests, creates and manages projects resulting from inquiries. The Training Specialist is responsible for training in a job-specific area along with focusing on teaching specific areas of knowledge or on-the-job capabilities needed for certain positions. The ideal candidate will be a self-starter with a passion for talent development, a high level of flexibility, commitment, and the ability to train and coach within a high paced claims, sales and customer service call center environment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Identify and assess training needs within the company;
- Provides input to the Training Strategy and the development of specific training development plans;
- Optimizes the training portfolio as specialized targeted courses are offered to managers and employees;
- Helps employees improve upon and/or enhance existing skills;
- Design solutions incorporating a variety of learning products;
- Create a supportive and conducive adult learning environment;
- Performs other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in a related field is required.
- Knowledge of and practical application of Adult Learning Theory and instructional design principles.
- Minimum three years of training call center experience preferred, but not required.

- Training in process improvement or Six Sigma methodology preferred.
- Possess a sound understanding of positive coaching techniques.
- Experience in Sales and Customer Service experience a plus.
- Excellent communication, oral, and written skills.
- Proficiency in MS Office applications.
- Analytical skills to uncover root cause and develop improvement initiatives.
- Strong project management, excellent time management skills and must be detail oriented.
- Experience using e-Learning software such as Captivate, preferred.
- Excellent presentation and facilitation skills.

If you are interested in applying, please submit your resume to Steve Feinstein [sfeinstein@pti.insure](mailto:sfeinstein@pti.insure).