

**Job Title**

- Associate Trainer (Service Management)

**The Role**

Duties include:

- Designing and delivering programmes related to service, including but not limited to the following areas:
  - Building and sustaining service culture
  - Managing and leveraging customer insights
  - Developing and managing an omnichannel customer experience
  - Leveraging technology for service innovation
  - Co-creation with public for better service delivery
  - Managing complex emails
  - Developing and delivering empathetic customer experience
- Designing and delivering customised and/or contextualised service programmes for specific public agencies.
- Designing and delivering additional content and materials to supplement the delivery of existing programmes, where necessary.
- Attending meetings with CSC officers and/or clients to understand learning needs and discuss programmes' content and materials.
- Ensuring quality delivery of service programmes (evaluations will be carried out at the end of the programmes).

**Required Experience and Qualifications**

- Has at least 2 years' experience in delivering service-related training (physically and/or virtually).
- Possesses confidence in presentation and communication, as well as in facilitating discussions
- Demonstrates clear understanding of Singapore Public Sector challenges and realities
- Candidates with experience designing face-to-face and/or virtual programmes (and preferably ACTA certified) would have an advantage.

**Confident that you will make an impact at CSC?**

Send your CV to Tracy Wong ([Tracy\\_Wong@csccollege.gov.sg](mailto:Tracy_Wong@csccollege.gov.sg)) or Insyirah Binte Razin ([Insyirah\\_RAZIN@csccollege.gov.sg](mailto:Insyirah_RAZIN@csccollege.gov.sg)) and we will get back to you.