

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 with ACTA/ACLP-certification would be an advantage.

Confident that you will make an impact at CSC?

Send your CV to Insyirah Razin (Insyirah_RAZIN@cscollege.gov.sg) and Kelvin Su (Kelvin_SU@cscollege.gov.sg).