

Job Description

POSITION DETAILS			
Position Title/Functional Designation	Trainer /Manager	Company	Poonawalla Fincorp Ltd
Division / Department	Customer Service	Location	Corporate Office
Principal Accountabilities			
<ul style="list-style-type: none">• Train Contact Centre Employees on Product and processes (New & Existing).• Implement new training techniques and apply learning structures to training sessions to maximize the benefits of training sessions of new and existing employees.• To provide refresher training to existing employees on regular basis• Train all contact centre employees on new product, procedures, updates, related to customer service.• Develop digital and print educational material (e.g. Videos, manuals and related training materials)• Organise classroom style seminars about Product features and customer service handling.• Conduct activities to develop interpersonal skills (Soft skill, object handling etc).• Conduct Training needs Identification (TNI) of Front-line employees by identifying skills gaps, basis QA feedback and inputs from Team leaders and line managers.• Liaise with managers and encourage on the job coaching.• Maintain updated records of training curricula and material and update SOP.			
Qualification, Experience & Skills			
<p>Qualification – Graduation in any stream, Post Graduation Preferred.</p> <p>Experience – Minimum 8 -10 Years in the training with minimum 3 years of experience in customer service training.</p> <p>Targeted companies –</p> <ul style="list-style-type: none">• International BPO (Avaya / WNS)/ Fintech / Telcom Customer Service (Vodafone / Airtel)• BFSI must with Exposure to lending products preferred. <p>Skill Set –</p> <ul style="list-style-type: none">· Excellent English Communication & presentation Skills· Must have basic knowledge of Customer Support· Microsoft Office fluency required· Familiarity with interactive Training activities· High level of reliability and encouragement· Ability to work independently and a team player· Professional dignity· Effective organizational and time management skills with the ability to work effectively and meet deadlines· Deliver actionable services to multiple internal support groups as required			