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| **Job Title:** | **Training Apprentice** | **Date:** | **10/01/2015** |
| **Reports To:**  **(role, not name)** | **Training Manager or Training Superviser** | **Function:** | **Customer Experience Support** |

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| **Overview of Job Responsibilities** |

The Training Apprentice is responsible for assisting and supporting training delivery requirements for a particular account. This position provides administrative support for the Training Department as well as in-class support and training delivery. The purpose of this role is to prepare and train the right individual for a future Trainer position within the Training Department. The Training Apprentice will assist with organizing course materials, reporting on specific training trends and data, and assisting with the measuring of expected agent performance results. The Training Apprentice will acquire a full Training certification for the specific line(s) of business they are supporting as well as Quality Assurance certification for the line(s) of business.

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| **Essential Responsibilities and Deliverables** |

Function Specific:

* Track and measure individual and team productivity and quality results during training
* Meet with other trainers, supervisors, managers, and clients to review training materials and processes to ensure training effectiveness
* Develop supplemental materials as necessary to enhance training curriculum
* Effectively facilitate learning using a wide variety of delivery methods appropriate
* Participate with various committees focused on the effectiveness and efficiencies of training at an individual level as well as at the program level
* Provide assistance, refresher training, and/or on-the-job training as needed between training classes to ensure continued development of agents
* Analyze, summarize and/or review data; report findings, interpret results and/or make recommendations
* Ensure adherence to company policies
* Manage and motivate agents to remain committed and engaged in the learning process throughout the entire process of training
* Maintain classroom control during training to mirror expected disciplines in live production

Leadership and Management / Supervision:

* Develop full leadership skills needed to become a Supervisor/Trainer and manage a classroom of new agents or existing agents during the training process
* Build relationships with Training Management, Trainers, Training assistants and Operations partners; establish rapport, trust and credibility
* Adopt and develop a management style of engagement, professionalism and openness

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| **Critical Working Relationships** |

* Training Apprentices will align with Training Department initiatives and standards of performance
* Supporting Departments (Recruiting, HR, Operations, BI, Technology, WFM) to partner on achieving internal and client goals
* Client Services team to develop and maintain relationships

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| **Qualifications, Knowledge, and Skills** |

Education:

* High School Degree or equivalent

Experience/Knowledge/Skills:

* Thorough knowledge of Contact Center training programs or similar experience
* Demonstrated ability to interact with peers, senior management and other departments in a professional manner
* Strong organizational, leadership, decision making and interpersonal management skills
* Demonstrated communication skills both written and verbal
* Ability to transform data into organized, insightful information
* Must be able to foster a positive and productive work environment, with ability to lead, build teams, and motivate agents during the training period
* Ability to work in a dynamic fast paced atmosphere
* Ability to coordinate activities or tasks of people and groups
* Ability to maintain confidentiality
* Demonstrate ability to make a decision by using logic to identify key facts, explore alternatives and propose quality solutions
* Demonstrate ability to communicate information and ideas clearly, and concisely, in writing and verbally
* Ability to take instructions from management and ensure follow up and follow through
* Solid understanding of computer basics (Windows, Operating Systems and the Internet)
* Ability to build reports, manipulate data, and report on findings
* Strong knowledge and experience in MS Office, specifically in Excel a must
* Ability to travel upon request

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| **Measures of Performance** |

Successful performance demonstrated through:

* Creation, delivery and accuracy of reports and tools specific to training department
* Achievement of expected support functions to Training Managers, Trainers, and Training Coordinator and/or Assistants
* Delivery of support data relevant to training through planning, practice and partnership with Harte Hanks and client training support teams
* Efficiency and effectiveness of TRF (Training Request Form) process and Training Calendar accuracy

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| **Personal Attributes** |

* Able to manage time effectively and efficiently
* Capable of precise communication, even under strict time constraints
* Tendency to be outgoing, people-oriented, and participate with others
* Moves quickly when making decisions
* Self-motivated and directed, with keen attention to detail