

# Customer Service Contact Centre Trainer

DEPARTMENT: Customer Engagement Centre

## ABOUT THE ROLE:

The Contact Centre Trainer will be responsible for defining a structured learning journey for the Customer Engagement Team; to continue ongoing development. You will build a dedicated training resource that is focussed on improving the skillsets of the Customer Engagement Team.

You will plan your own work to meet set objectives and will work proactively and reactively, implementing activities to drive excellence in departmental training and be accountable for carrying out a variety of tasks ensuring relevant records are up to date and all administrative processes work effectively.

Providing specialist technical advice to junior and middle management, you will have responsibility for ensuring projects are completed on time and to the highest of standards.

## RESPONSIBILITIES:

- Be responsible for excellence in improving the standard of training for the Customer Engagement Team to enable all Customer Service Advisors to provide excellence in customer service.
- Design, develop and deliver high quality training plans, working with Customer Engagement Supervisors to ensure standard operating procedures are met and 'on-the-job' training is effective and adds value.
- Provide consistent evidence-based feedback on training outcomes ensuring an accurate representation of Customer Engagement Advisor learning to enhance performance.
- Document and maintain data base of training records including onboarding, induction and training programmes, coaching sessions, or training concerns.
- Work closely with UK Sales Compliance Manager to ensure full alignment with strategic goals

## ABOUT YOU:

- Demonstrable experience in providing constructive, evidence-based feedback to individuals and management.
- Experience of influencing and providing excellence in a customer service
- Desirable; previous experience of MRP system; Oracle, TOPdesk, Mitel or other contact centre platforms
- Strong IT skills, including Word, Outlook, Excel, and PowerPoint.
- Demonstrate role model behaviour with regards to colleague engagement
- Strong, prioritisation skills with ability to manage competing, conflicting demands

**Closing Date:** 29/03/2024

**SALARY:** £29,719.00 p.a

How to apply: Please send your CV and Covering Letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)