Call Center Trainer

Job Summary

A Call Center Trainer maximizes call center representatives effectiveness by ensuring representatives have thorough knowledge of products, services, can effectively use closing skills, troubleshoot, resolve problems and provide positive customer experience to Vyve Broadband's existing and potential customer base.

FLSA: Non-Exempt
Reports to: Director-Call Center

Job Duties and Responsibilities

- Plans, conducts, coordinates and implements a comprehensive training program for staff. Training components will be geared toward new hires, existing staff and individuals who seek one-on-one assistance.
- Prepares new representatives by conducting orientation to sales and service processes; developing individual coaching plans; providing resources and assistance; scheduling orientation and ongoing training.
- Determines training needs by observing sales and service encounters; studying sales, technical, service and customer experience results reports; conferring with management.
- Develops individual results by maintaining policy and procedure resources; providing coaching; conducting training sessions; developing outcome improvement resources.
- Improves training effectiveness by developing new approaches and techniques; making support readily available; integrating support with routine job functions.
- Supports training financial objectives by recommending budget items; controlling costs.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Engages in all sales- and service-related tasks, including but not limited to process improvement, group and individual call observation, quality calibration and mentoring activities.
- Thorough understanding of competition within industry, GLDS Billing System, technical support and new product development and launches.
- Performs all other duties as required.

Physical Job Description:

- Active Verbal communication in classroom environment, 8 to 9 hours each scheduled work day.
- Sitting and standing positions 8-9 hours each scheduled work day.
- Air controlled environment, florescent lighting, natural lighting.
- Close proximity to computer screens.
- Ability to work within fluctuating background noise and movement.
- Close proximity to surrounding co-workers, open area seating.

Shift(s):

Must be flexible with the ability and willingness to work late evenings, weekends and certain holidays. Must be able to travel to other call centers and field offices. Vyve Broadband's Call Center operational hours are 7 days a week, 24 hours a day.

Required Qualifications

- High school diploma or equivalent required.
- Excellent presentation skills (oral and written), as well as ability to motivate, teach and inspire staff.
- Operational knowledge of MS Office: Excel, Word and PowerPoint.
- Ability to develop training and methodology programs that are unique to the organization's goals, values and mission statement.
- Customer sales and service training experience (minimum of 3 years in industry or related field).
- Ability to problem solve.
- Strong analytical and decision making skills.
- Self-development skills.
- Experience with GLDS Billing system.
- Ability to handle multiple projects and prioritize.
- Must be able to travel up to 50%.

Preferred Qualifications:

- 3+ years in telecommunications/cable industry experience.
- 5+ years in training environment.
- 3+ years methods and procedures documentation and development.
- 3+ years GLDS billing system experience.
- Associate's degree or higher.

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