



LAC COURTE OREILLES FINANCIAL SERVICES, LLC

13526 W Trepania Road, P.O. Box 1506 Hayward, WI 54843

Job Description			
Position Title	Call Center Trainer		
Reports to	Human Resources Manager		
FLSA Status	Non-Exempt/Hourly		
Compensation	\$16.00		
Posting Date	6/30/2020	Posting Closing Date	7/10/2020
Position Information	Full-Time Employment (FTE)		
Benefits	Health, Dental, Life, 401K		
Location	Hayward, WI		
Job Description Summary			
<p>We are looking for an organized and experienced trainer to join our organization. The trainer will be responsible for evaluating our needs and current practices. Will be creating and delivering a training plan learning resources such as online modules and guides. The ideal candidate will have excellent communication skills, and devoted to the latest tools and resources needed to improve employee training and performance. The trainer will also be responsible for researching and selecting the best platform to deliver and utilize training materials.</p>			
Responsibilities and Duties			
<ul style="list-style-type: none"> • Demonstrates the core competencies of communication, consultation, ethical practice, and critical evaluation. • Coordinates in the planning and administering of trainings, and performs other various tasks to meet changing workload requirements. • Maintains and develops training curriculum and tools in order to support training programs. • Trains and coaches team members on processes, performance targets, goal achievement, client performance, de-escalation, negotiation, customer service and non conformities. • Development of targeted quality plans and guidelines, which includes developing and implementing a monthly targeted plan based on previous results and management input. • Review individual calls and provide appropriate coaching to ensure attainment of set goals, observe employee demeanor, technical accuracy and conformity to company policies. • Monitor and rate interactions routinely in an effort to track Call Center Representatives compliance to quality guidelines. 			



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- Provide monthly or annual ongoing/refresher training in topics relevant to the service and operational needs in a timely manner based on current trends and needs.
- Prepare, deliver and present quality evaluation reports on a monthly basis, or more frequently when required.
- Collaborates with a variety of internal and external stakeholders in order to identify and respond to team member development needs, obtain information required to develop materials, and sustain positive working relationships.

Required Skills

- Experience as a trainer and/or facilitator
- Experience with technologies & best practices for manuals & teaching platforms
- Strict adherence to company philosophy/mission statement/ goals
- Strong project management skills with the ability to supervise multiple projects
- Good interpersonal skills and communication with all levels of management
- Organized and able to create multiple timelines, budgets, and schedules
- Able to multitask, prioritize, and manage time efficiently
- Excellent leadership, team building, and management skills
- Excellent verbal and written communication skills
- Able to analyze problems and strategize for better solutions

Preferred Education and/or Experience

- Minimum of High school diploma/ GED
- Associates degree in Administrative Specialist or related field (preferred)

Technical Skills

- Proficient use of MS: Word, Excel, PowerPoint, Publisher, Outlook.
- Proficient user of the Internet, Adober, and cloud-based storage.

Working Conditions / Physical Demands

- Must be able to sit for long periods of time, taling, listening constantly
- Sit for extended period of time | Occasionally stand and/or lift up to 5 lbs.
- Noise level: moderate noise **daily** in an office atmosphere.

Application Process

Submit to LCO Financial Services at the address listed above:

- Completed LCO Financial Services Application
- Letter of Interest (Preferred but not required)