



TRAINER – CUSTOMER SERVICE OPERATIONS_4261

Location

North Denver Metro

Job Description

The Training Developer designs and executes successful training solutions, aligned with the specific needs of the Customer Service organization. Working alongside the key stakeholders, the Training Developer assesses business requirements and training needs, shapes curriculum solutions, and collaborates in the design of detailed training modules to meet overall program goals. Requirements include consultative skills, TX (Transport) and IP technology understanding, experience with learning solutions and the ability to operate in a fast paced environment.

The primary role of this position is to develop, and maintain a variety of training topics/curriculums. This includes participating in all aspects of the training development and design process: analyze, design, develop, implement, and evaluate. This training will be developed and prepared for delivery to ensure the successful launch of new products, system enhancements, and process changes. Curricula include a blended instructional design strategy, which incorporates online learning courses, virtual classroom materials, instructor-led materials, and webinar/webcasts content. This role works closely with Subject Matter Experts to obtain course content information, enriching the information with easy to understand information flow and engaging activities. This individual must be able to develop strong relationships with SMEs to gather information to develop timely, targeted, and appropriate training content. Must be a team player with a positive attitude and a willingness to do whatever needed, in a fast paced and changing environment, to achieve project goals and requirements.

Training Curriculum Design and Development

- „Build strong relationships with key stakeholders, including Customer Service Management and Subject Matter Experts (SMEs).
- „Identify, assess, and analyze business requirements and training gaps to design effective learning solutions
- „Build and monitor training roadmap for specific TX (Transport) IP technology group, and other job roles as required
- „Develop technology presentations, scripts and test assessments for respective technology group (TX, IP) and associated teams.
- „Develop skeleton outline formats for equipment and process training for respective technology group (TX, IP) and associated teams.
- „Design training content for new hire and tenured Customer Service reps for specific TX and IP technology group, and other job roles as required.
- „Design training content focusing on the Boot Camp and Core 101, 201 & 301 program structures.
- „Collaborate with the Instructional Designers to develop role-specific content, identify delivery methods, build assessments and tests and review all training deliverables.
- „Provide training content and format review of all appropriate training curriculum and courses material.



- „Update existing training presentations and computer based training modules to ensure they are kept current.
- „Develop and maintain foundational and more complex i§real lifei” systems training material appropriate for targeted audiences.
- „Actively work to improve the effectiveness of the overall Customer Service training programs

Job Requirements

- „Experience in Operations or Customer Service
- „Experience in Training Development or Delivery
- „Several years of technical knowledge/experience in a technology sector (TX and IP Voice)
- „Process driven with an eye on scalable, repeatable learning solutions
- „Proven consultative relationship building and communication skills
- „Familiarity in telecommunications technologies
- „Works with a sense of urgency
- „Team player who is able to work with a small team of developers and managers in order to rapidly develop effective training programs
- „Works effectively with leadership team members, subject matter experts and other internal team members
- „Preferred systems experience should include, MS Office Suite; Word, PowerPoint,

Skill/Role Level Preference

Microsoft Office Intermediate Required
Customer Service Intermediate Required
Microsoft Intermediate Required
NOC Intermediate Required

All qualified applicants will receive consideration for employment without regard to race, sex, creed, religion, color, national origin, sexual orientation, veteran status, and mental or physical disabilities. US citizens and Green Card Holders and those authorized to work in the US are encouraged to apply. We are unable to sponsor H1b candidates at this time.