



Job Title: Training and Development Specialist
Department: Customer Relations Department
Reports To: Customer Relations Manager

Summary

The Training & Development Specialist will be responsible for planning, developing and coordinating in-house customer service business process and product training. The successful candidate will have previous experience in the creation and the delivery of training materials for similar manufactured products in the consumer goods industry.

Essential Duties and Responsibilities

In this job, the Training Specialist will prepare in-house training programs, prepare training materials, develop course content, determine methodology and coordinates the delivery of training aids. This position will facilitate training and improve the application of product information throughout our business organization. The Training Specialist works with a comprehensive knowledge of our product brands, our vision and training priorities.

- Experience in the development of training program materials, from product demonstration to technical training
- Ability to collaborate with cross-functional teams to analyze metrics, feedback, and results for improvement of the training program
- Advanced interpersonal, written, and verbal communication skills; along with the ability to creatively present technical training to non-technical staff
- Ability to manage projects, to perform data analysis, and to manage and relate to people
- Ability to apply foundational Instructional Design principals.
- Ability to learn our brands' history and future vision along with representing brand positively & in accordance with image
- Ability to facilitate interactive training sessions in accordance with Masterbuilt's performance standards
- Ability to provide coaching to customer service representatives to manage and promote brand enhancements
- Ability to deliver extended learning with pre- & post- engagement activities & email communications
- Able to conduct special training assignments & facilitate group meetings as required
- Submit schedules, rosters, activity reports & complete other administrative duties per performance standards
- Demonstrates an understanding of new technology and can adapt to a changing environment.
- Manage and administer Knowledgebase repository (learning and development product brand repository)

Education and/or Experience

Bachelor's Degree (Preferred), Degree must be in Education, Communication or Multimedia with a minimum of 3 years of experience in a Training related field or equivalent combination of education and experience. Incumbent should have previous experience creating syllabi and curriculum, multimedia aids, e-learning modules and training materials in the consumer goods manufacturing market.

Skills and Competencies

Experience in customer service training
Knowledgeable about existing and emerging training methods/tools
Knowledge of call center systems, CRM, performance statistics
Coaching and mentoring experience
Comfortable with customer facing interaction
Strong verbal and written communication skills

Strong presentation skills, strong analytical skills and problem solving skills

Able to multitask effectively

Strong PC skills in Word, Excel and PowerPoint

Ability to develop employees through positive motivation and training

Ability to work independently as well as collaboratively within a team

Strong time management and organizational skills

Ability to motivate and engage class participants

Ability to provide customer service telephone support

Deadline oriented with the ability to perform under pressure

Work in office environment. In addition, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds while using methods compliant with company lifting policy. Dedicated to company and personal core values. Practice safety and adhere to all company safety policies.

Masterbuilt Manufacturing is An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or other characteristic protected by applicable law.

Qualified candidates should apply for the position by sending his/her resume to HR@masterbuilt.com