



Official name of the designation: Process Trainer - Customer Service

Educational qualifications required Any Graduate.

Work Location: #31,4th Floor,Above A2B Restaurant, Hebbal Outer Ring Road, Bhadrappa Layout,Nagashettyhalli Bangalore-560094

Google map address of our office: <https://goo.gl/maps/9uAQD8hqgnc17uD97>

1. **Roles and responsibilities:**

- Prepare and design training materials, training plans and deliver process training programs.
- Regular analysis on entire process cycle and instruct the team about the latest update, change in the policies, procedures or systems.
- Develop team skills in areas of customer service, language & communication and track the individual performance to assess the training effectiveness.
- Compile and track individual performance during the training sessions and share employee feedback to team leaders and managers.
- Conduct Product Knowledge Test (PKT) regularly to ensure that the resources are aware of the latest process updates.
- Coordinate with the leaders and QA Team to identify the challenge areas and propose training requirements/improvement programs for resources.
- Provide actionable data to various internal support groups as needed.
- Participate in client interaction sessions to identify process needs and expectations.

2. **Skills Required:**

- Prior work experience in voice/non-voice, Customer service, process coach, training will be preferable
- Good written, communication and interpersonal skills
- Good typing skills
- Thorough working knowledge in MS Office tools
- Certification in Training is an added advantage

Reporting hierarchy (reporting to): Manager

NOTES: If you have any doubts, please write to careers@focusedumatics.com