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# Example of Supervisor, Training Job Description

Our innovative and growing company is hiring for a supervisor, training. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for supervisor, training

* Coordinates training program with customer and/or contractor personnel
* May utilize trainers with expertise
* Coordinate the development and delivery of training programs and materials through collaboration and communication with the training staff, management, and other program stakeholders
* Oversee instructor and classroom schedules
* Supervise training staff
* Deliver training or coaching as needed on topics such as telephone protocols, customer services skills, program information, performance results obtained through quality assurance monitoring, and other areas
* Ensure that Trainers and Customer Service Representatives are provided with up-to-date knowledge of project-related updates, processes, and procedures
* Prepare training resources and maintain a library of training aids
* Provide reports on training status, as required
* Provide classroom instruction and behind the wheel training of applicants and bus drivers to ensure successful completion of training and testing

## Qualifications for supervisor, training

* Coordinate maintenance of process training records for employees, work closely with BW Document Control to improve and streamline administrative training processes to reduce waste and increase value added activities
* Coach / Mentor Evaluate Performance of each Production Trainer on the BW Training Team
* Data entry duties, including loading employee training records into BW SOP database, TPMS, maintaining VS Training Matrix, any other needed tasks
* Some ERP software training-JDE and other software a plus like Oracle Sales Cloud, Cognos, Tableau, Phone system
* A Bachelor s degree from an accredited university or college with major coursework in management, training, education, psychology, or other related field or related years of experience
* Experience (3years) in training design, delivery, and assessment experience preferred