Downloaded from <https://www.velvetjobs.com/job-descriptions/training-quality-specialist>

# Example of Training & Quality Specialist Job Description

Our company is looking to fill the role of training & quality specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for training & quality specialist

* Collaborate with SMEs to design, develop, implement and deliver training (where applicable)
* Assist in preparation of training compliance reports for management notification
* Provides reports and support as needed for audit / inspection activities
* Evaluate internal processes, suggest process improvements, design/implement quality improvements, and create appropriate documentation
* Collaborates with other Takeda training areas to continuously improve learning and compliance
* Provide training in the use of company technology applications for customer service customer service skills training to achieve exceptional service in customer interactions
* Maintain ownership of customer care information and training materials on company intranet as customer service processes change, maintains the process documents for customer service
* Completing daily quality control checks on the work of the Sales Operations teams to meet quarterly targets
* Provide weekly quality statistics to all members of the Sales Operation teams indicating the quality of current performance
* Facilitating new-starter training documentation for Sales Operation Administrators

## Qualifications for training & quality specialist

* Experience with building a competency based training process/program
* Ability to prioritize, plan, schedule and arrange own activities in accomplishing objectives under minimal supervision
* Complete understanding and successful application of principles, concepts, practices, and standards related to solid instructional design principles in developing instructor lead (classroom and on the job) and e-Learning training programs
* Experience with training software such as Articulate
* Bachelor’s Degree in Training and Development, Instructional Design, or related field
* Must be able to sit, stand or walk 8 hours a day