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

# Example of Training Support Specialist Job Description

Our growing company is looking for a training support specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for training support specialist

* Follow up on IOS customers after the initial distributor has concluded to evaluate learning curve and if there are any needs of further follow ups or extra educational material
* Management and arrangement of MSRB training rooms for meetings and re-set for use in training
* Research and implement efficiency savings programs (cost, process)
* Create, update and manage the deployment of training materials for Hawaiian’s call center agents on new/updated products, services, programs, campaigns, processes, procedures
* Support all activities related to the management, maintenance and enhancement of the agent knowledge-base
* Partner with department management, field force and external constituents to gauge training needs and identify new opportunities
* Promote a consistent client experience through the communication and implementation of best practices, thereby reducing errors and turn times
* Develop training that improves speed and accuracy in completing administrative tasks
* Build training that teaches new and experienced office managers and administrative assistants how to provide excellent client service in conjunction with the Advisors and Home Office
* Develop and foster strong relationships with our field force to promote a culture of learning and excellence

## Qualifications for training support specialist

* Experience working in the Dental industry is highly desirable
* Good working level of English, writing and reading required
* Ability to write routine reports in English
* Ability to listen and speak effectively in English with APAC and Global support teams
* Able to present to a small group
* Ability to work independently and to work in a team