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# Example of Training Support Specialist Job Description

Our company is looking to fill the role of 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

* Develop and maintain training materials including multimedia presentations, guides, procedural documents, and supporting reference materials
* Coordinate with all stakeholders to ensure training content aligns with procedural documents and reference materials and all components are regularly reviewed and updated as needed
* Deliver/facilitate web-based, telephone-based, video-based, and/or on-site training to field staff on products, services, and procedures
* Monitor trainee attendance and participation, and measure trainees’ comprehension of class material
* Evaluate training effectiveness by conducting surveys and reviewing/analyzing key performance metrics
* Observes the quality and effectiveness of GCS training (Train the Trainer) classes to ensure that established training goals/objectives are met
* Supports internal trainers and ensures the consistent delivery and effectiveness of training
* Assists with reporting to management on training delivered, effectiveness, and needs
* Assists in implementing global training standards and determines how global training requirements work with current GCS training methods
* Keeps abreast of training and development research

## Qualifications for training support specialist

* Competency in office software programs (Word, Excel, Outlook)
* Intermediate level Microsoft PowerPoint and Word
* Effective in working collaboratively with others
* Ability to travel up to 35% of the time or more, domestically and internationally
* Experience working with Sabre or a similar GDS
* Advanced level Microsoft PowerPoint and Word