



Example of Lead Trainer Job Description

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Our innovative and growing company is looking to fill the role of lead trainer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for lead trainer

- Deliver training to all new employees performing Intake or Customer Service job functions within the Metro branches, regional branches and at Westgate
- Shall be responsible for the development and implementation of all ECF CHOICES staff training requirements, providing ECF CHOICES Support Coordinators and other ECF CHOICES staff with current information on best practices and program enhancements or modifications, and attending meetings as requested by TENNCARE
- Responsible for conducting training needs analysis for the Support Coordinators and developing all training materials, communications and activities to meet the organization's job / role requirements
- Conducting ongoing evaluations and assessments to ensure effectiveness of programs and recommending / implementing modifications as necessary
- May work with SMEs to obtain training content
- May include design and development of online and web-based training materials
- Develop approach to evaluate achievement of learning objectives (e.g., learning assessments)
- Identify / incorporate appropriate learning activities / exercises needed to enable learners to achieve learning objectives (e.g., delivery timeframes, durations, techniques)
- Develop maintenance plan for training solutions to ensure ongoing applicability / effectiveness of training (e.g., to account for potential changes to organizational structures, systems, processes, procedures)

Qualifications for lead trainer

- Knowledge of Communication standards and practicality of same
- Experience with help desk management tools, scripting, and imaging software
- Experience creating documentation, videos, and/or in-person training for customers
- Experience executing and delivering projects in a deadline driven environment with IT teams
- Experience managing, tracking and auditing internal resources and equipment distribution
- Must have two (2) years of room reservation experience