



Example of Learning Trainer Job Description

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Our innovative and growing company is looking to fill the role of learning trainer. 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 learning trainer

- 2nd level file review of new hired underwriters and underwriters in continuing education/endorsement programs
- Take a leadership role in delivering a curriculum designed to transpose knowledge and skill sets to employees
- Be the subject matter expert for employees and management teams
- Provide consistent service and support to ensure delivery of business Client Service Commitments
- Be accountable for the resolution of complex issues and concerns at the first point of contact
- Coach each employee to successfully master targeted proficiencies and service capabilities in each skill defined in the Stairway to Success
- Observe employees' abilities to ensure they apply appropriate collections, services, processes and procedures to accurately complete all client transactions and documentation
- Collaborate effectively with business managers and Team Leaders
- Coach and lead each employee to successfully master targeted proficiencies and service capabilities in each skill defined in the Stairway to Success
- Works with the Learning Manager to identify solid professional training and development solutions to meet the needs of all levels of personnel

Qualifications for learning trainer

- One Technical certifications is required
- Experience in training needs assessment and gap analysis
- Experience in curriculum development and instructional design required
- Demonstrated ability in quantitative and qualitative analysis
- User knowledge of desktop and word processing software required