



Example of Training Supervisor Job Description

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Our company is growing rapidly and is hiring for a training supervisor. 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 supervisor

- Manage design, delivery and continuous improvement of training programs on going learning opportunities across organization, in support of the organization's need
- Ensure that all trainees adhere to the company's Code of Conduct
- Monitor and document trainee attendance and performance
- Oversee updates to curriculum and maintain in a central on-line repository
- Collaborate with cross functions to understand call trends and proactively recommend modifications to training curriculum
- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with functional managers
- Proactively recommend modifications based on training feedback and performance in production
- Organization and themselves
- Conduct quarterly one-on-ones with Trainers
- Coordinate with the Quality Supervisor and Operations on consistency issues

Qualifications for training supervisor

- Ability to Investigate claims and incidents of questionable conduct, accidents
- Must complete state certification program or Stock's Training Academy for school bus driver instructor

- Candidate must possess at least a Bachelor's/College Degree, related degree in Mass Communications, Linguistics/Translation & Interpretation, Education/Teaching/Training or equivalent is an advantage
- Must have 3 years of relevant training experience preferably handling a Customer Service account is required for this position
- 1 year experience in people management is preferred