

Assistant Training Manager Job Description

Description:

The Assistant Training Manager assists the Training Manager in training new callers and new Caller Trainers. The Assistant Training Manager will help the Training Manager evaluate and re-train the new callers. He or she must be able to fill in for the Training Manager when needed. The Assistant Training Manager will play a vital role in retraining callers who prove to be deficient in the areas of: ask guidelines, updating alumni information, building rapport, handling objections, etc.

Working Hours & Wages:

The Assistant Manager must be able to commit to 13 hours per week, but may work more only when needed. The Assistant Training Manager's hours should compliment those of the Training Manager to make training available as quickly as possible. The Assistant Manager's hours should include 3-4 evenings during the calling shift. The Assistant Training manager pay rate will start at \$7.50 an hour.

Responsibilities:

- Professionally represent Western Michigan University
- Assist the Training Manager complete Training-One's and Two's
- Fill in for the Training Manager in lieu of his/her absence
- Evaluate callers
- Retrain callers in their area(s) of deficiency from evaluation.
- Conduct follow-up evaluations on callers
- Assist the Training Manager to train Caller-Trainers
- Prepare Training Folders
- Correctly answer any questions the callers may have throughout their time here
- Meet with the Training Manager once a week
- Other duties assigned by Annual Fund Staff

Qualifications:

Must be a Western Michigan student. Must have experience training callers and received consistently above average evaluations or at the discretion of the Telemarketing Coordinator. Must have positive attitude and good communication skills. The Assistant Training Manager does not need to have a set of keys.