

Training Manager Job Description

Description:

The training manager is responsible for the training of all new student callers. It is up to the training manager to prepare all training materials as well as make any adjustments to already existing materials. This position supervises the caller trainer position.

Working Hours & Wages:

The Training manager will be required to work 17 hours per week. These hours must be scheduled to allow some variety in training times. The Training Manager pay rate will start at \$8.00 an hour.

Responsibilities:

- Professionally represent The University
- Create and maintain all aspects of Training program
- Oversee Assistant Training Manager and Caller-Trainers
- Meet weekly with Assistant Training Manager during a set meeting time
- Train, evaluate, and meet with Caller-Trainers
- Conduct Training-One's and Training-Two's
- Prepare training packets and room prior to each training session
- Evaluate Caller Trainers
- Oversee Caller evaluation and re-training process
- Add new callers into SmartCall and Oracle
- Meet weekly with Hiring Manager to coordinate training sessions
- Attend weekly Manager's meetings
- Develop specialized training seminars for callers needing extra training
- Other duties assigned by Annual Fund staff

Qualifications:

Must be a University student. Must have worked with the Annual Fund for at least one year or at the Telemarketing Coordinator's discretion. Must be responsible, enthusiastic, and a good communicator. The position also requires an outgoing personality and flexibility. The Training Manager should have a complete set of keys (7-1.1, AN.32, 7-1.3, KA335).