



Position Title: Call Center Training Specialist	Job Code:
Department: Training and Development	Campaign: All
FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>

Job Overview: The Call Center Trainer provides professionalism, enthusiasm and excellence in training delivery across all sites. The ideal candidate will work with internal and external stakeholders at all levels of the organization to create, deliver and evaluate effective and accurate training programs, incorporating multiple delivery methods. Working as part of a team, flexibility is essential, as is the ability to remain focused and pragmatic. Some travel is required.

Company Overview: *RelateCare is a healthcare contact center providing on-site consultancy, outsourcing solutions, and shared services to leading hospitals and health care organizations. We are a multidisciplinary team of patient service representatives, schedulers, nurses, and contact management specialists offering support to our clients' patient services. RelateCare is fast becoming a global leader in the delivery of patient access and patient engagement solutions in the US and Europe. RelateCare is based in Waterford, Ireland and Cleveland, Ohio with remote working options for certain roles. We proudly specialize in connecting patients, providers, and caregivers while ensuring that patients can access the right care at the right time and in the right place.*

Reports To: Call Center Training Manager

Responsibilities and Duties:

- Deliver focused, professional, and quality driven training to various teams across RelateCare, collaborating with training and operations teams to ensure amendments are made as needed and incorporated into training content
- Interact with client training teams to accept training content and adapt for RelateCare use
- Under the direction of the Training Manager, the Training Specialist may work directly with clients to create new training content and materials
- The Training Specialist may occasionally travel independently to client sites to evaluate and assess information necessary to create training materials
- Independently develops training content in multiple formats including online courses and modules
- Capable of creating training and educational curriculum and content independently to address staff development and manager training

- Develops surveys and other means to assess quality and effectiveness of training content and experience; analyzes results and recommends changes
- Creatively engages groups and individuals to stimulate their learning experience using a variety of methods, as applicable to individuals learning styles and dynamics of the training groups
- Openly challenges self to improve by asking for, acting upon, and developing feedback channels to ensure that delivery is impactful and effective
- Contributes to the team in suggesting alternative ways of doing things, providing reasoned challenges, and developing strong team relationships
- Evaluates training outcomes and identifies gaps in training and material knowledge
- Oversees all aspects of assigned training sessions, following the full process in preparation of rooms, handling agent administration and ensuring that all records can be updated and maintained by the administration team by following process
- Observes and maintains confidentiality of protected health information at all times
- Adheres to organizational and departmental policies, procedures, and established best practices
- Demonstrates a commitment to patient centered care
- Other duties as assigned

Education/Experience:

- Bachelor's Degree in related field required, Master's Degree preferred
- 3-5 years' experience in training and development role
- Excellent oral, written communication, and presentation skills; Experience with learning management systems curriculum development and presentation
- Highly motivated self-starter who can work with little or no supervision
- Excellent organizational, planning, and time management skills
- Flexible; able to adapt to quick turnaround times and short deadlines
- Resilient personality who values teamwork and encourages collaboration
- Proficient with PowerPoint and Word, LMS programs, survey programs

Physical Requirements:

- Requires full range of motion, manual and finger dexterity, hand-eye hand coordination
- Requires corrected vision and hearing to a normal range
- Some sedentary work, but may involve walking or standing during training sessions
- Speaking to individuals or groups for long periods of time (up to full workday) often
- Occasional domestic travel; some international travel may be necessary

Technical Requirements for Remote Working:

- Have an appropriate home office space (remote working)
- Internet access provided by a cable or fiber provider
- DSL, satellite, and cellular/mobile hotspot are NOT permitted
- A minimum download speed of 20 Mbps or above and an upload speed of 2 Mbps or more

Benefits:

- Medical, Vision and Dental Insurance Plans
- 401K program
- Free Parking

RelateCare is an Equal Opportunity Employer. Discrimination and harassment of any kind is not tolerated in our organization. All our employment decisions are based on business needs, job requirements, and individual qualifications, without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, genetic information, or any other applicable legally protected characteristics. If you have a disability or special need that requires accommodation, please email us at hr-us@relatecare.com with more information and indicate "Applicant Accommodation" on the subject line.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Nothing contained in this job description is intended to create (nor shall be construed as creating) a contract of employment (expressed or implied) or guarantee of employment for a definite or indefinite term.

Employee Acknowledgement:

I hereby acknowledge that I have read and received a copy of this job description. I understand the requirements, essential functions, and duties of the position. I can perform the essential functions as outlined with or without reasonable accommodation. I further understand that my employment shall be "at will" at all times, meaning that either RelateCare or I may terminate my employment with or without notice or cause at any time.

Signature: _____

Print Name: _____

Date: _____