

Title: Customer Service Trainer
PG: 54
Status: Civil Service
Position reports to: Call Center Manager
Department: Lakeland Electric

Class Code: 2256
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Customer Service Trainer is responsible for training of the Lakeland Electric Utility Management System (UMS) application to all divisions within Customer Service as well as internal departments. This position is responsible for the successful execution of all customer support, training and ongoing learning support. The Customer Service Trainer is also responsible for developing and maintaining continuing education opportunities for increased client utilization. This position is critical to the success of Customer Service and will report directly to the Call Center Manager.

This position provides assessment, planning, development, delivery, and evaluation of an employee's training and development to enhance overall performance. A high degree of initiative and independent judgment is required.

ESSENTIAL FUNCTIONS:

1. Coordinates and maintain all Customer Service training programs (includes Call Center and Contact Centers, Credit Management, Billing, Field Services, Sales, Telephone Systems).
2. Develop quarterly training plans to coincide with utility products and services. Work directly with Product Management to ensure subject-matter sharing for internal and external training sessions.
3. Maintain training records, tracking trainee progress and competency levels.
4. Responsible for developing and maintaining quality customer service transactional audit program.
5. Designs courses and other activities for the purpose of developing employee's skills.
6. Ensure effective training by maintaining excellent presentation skills, such as effective interaction between trainers and trainees and enthusiasm for subject matter.
7. Provide employees with feedback on training in a timely manner.
8. Obtain thorough knowledge of all company and employee training curriculum and instructional resources.
9. Formulate and develop measurement tools to determine training effectiveness and progress.
10. Develop appropriate training tools and curriculum for adult learners.
11. Develop and manage relationships with Customer Service Managers to ensure end-user is receiving all training opportunities and employee support needs.

ADDITIONAL RESPONSIBILITIES:

1. Maintains proficiency in Utility Billing System (UMS), Field Services, Billing, Credit Management, and Sales Support.
2. Ability to articulate and present subject matter in a clear, concise manner.
3. Responsible for ongoing training for existing employees, including coordination with team leaders/manager's selection of timely topics and preparation of speakers where applicable.
4. Monitors training plans and updates depending on changing training needs; advises management of training needs.
5. Attends training and other developmental activities and keeps current on developments in the training field to maintain a high level of knowledge and competence.
6. Performs related work as required.

SUPERVISOR RESPONSIBILITIES:

1. May function in a lead role, assigning, instructing, coaching, and evaluating the work of employees.

Title: Customer Service Trainer
PG: 54
Status: Civil Service
Position reports to: Call Center Manager
Department: Lakeland Electric

Class Code: 2256
Date: 09/08

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of adult learning concepts and human behavior.
2. Knowledge of Field Service/Meter Reading operations helpful.
3. Skill in researching, collecting and interpreting data and needs analysis.
4. Demonstrate organizational skills, ability to effectively prioritize multiple projects and deadlines.
5. Demonstrate leadership and motivational skills.
6. Skill in the basic use of computers, audio-visual equipment and other tools as appropriate, with the ability to learn more advanced techniques of specific equipment and software packages.
7. Ability to communicate effectively both verbally and in writing, including making presentations to groups.
8. Demonstrate ability to develop criterion referenced training curriculum.
9. Ability to think logically and creatively.
10. Ability to establish and maintain effective relationships with supervisors, co-workers, other City employees and the general public.
11. Ability/willingness to perform work safely and to report unsafe practices/situations to the appropriate supervisor.
12. Ability/willingness to perform work to support the vision, mission, values and goals of the departments.
13. Ability to articulate and present subject matter in a clear, concise manner.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risk exposure to no significant environment hazards
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception and texture perception.

QUALIFICATION, (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with major course work in adult education, training, organizational development, human resource, business or public administration or related field.
2. Five (5) years training experience required, preferably in a utility customer service environment.
3. Three (3) years experience in a supervisory role.
4. Call Center Technology and Customer Information System experience preferred.
5. PC literate; experience with MS Word, Excel, and PowerPoint.
6. An equivalent combination of directly related education and experience may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state of Florida driver's license.
2. Must have a valid telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.