

<b>Job Title:</b>	Training Specialist	<b>Department:</b>	Visa Concierge
<b>Location:</b>	Chicago	<b>Team:</b>	LC/AXA
<b>HR Contract:</b>	Safina Ghazi	<b>Reports to:</b>	Cassie Brinkley / LC

<b>Salary Grade:</b>	?????	<b>Type of position:</b>	<b>Shift:</b>
		<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours <u>40</u> / week  <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt

### JOB SUMMARY

This position is responsible for dissemination of knowledge to the Visa North America Concierge team including but not limited to: contractual obligations, business rules, concierge functions, lifestyle and leisure, travel, vendors and booking tools, and CRM system through classroom, computer based training, team announcements and other means

### ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Classroom training for all new hires in the North America program
- Ongoing development / improvement of employee quality through call listening and coaching
- Curriculum development based on client or industry needs
- Dissemination of contractual changes, updates, or new vendors brought into the program

### NON-ESSENTIAL JOB FUNCTIONS (PERFORMED ON AN INFREQUENT BASIS)

- Occasional call taking and/or fulfillment assistance
- Travel to satellite offices for training and/or employee development

### COMPETENCIES

- **Analytical** - Synthesizes complex or diverse information; compiles business rules and industry knowledge into digestible format.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully to communicate necessary information to the team
- **Learner Service** - Responds promptly to employee needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; public speaking skills a must; listens and gets clarification; responds well to questions in a patient fashion; adapts teaching/training style to learner needs.

### QUALIFICATIONS

- Language: Bilingual a plus (French)
- Work experience requirements: At least 4 years in corporate training, education or knowledge development delivery or equivalent education; 2 years' experience in some aspect of travel, tourism or hospitality preferred
- Education requirements: Bachelor's degree in education, curriculum development, business, marketing or equivalent work experience

### KNOWLEDGE, SKILLS AND EXPERIENCE

- Extensive knowledge about travel/tourism, hospitality or living, working, and traveling abroad.
- Technology skills are a must: Internet use, Word, Excel, PowerPoint, ability to use and train to the CRM

### ADDITIONAL INFORMATION

- Fast paced work environment, requires quick adaptation and ability to answer questions quickly and accurately
- Public speaking skills a MUST