



WE ARE LOOKING FOR A **TRAINING SPECIALIST**



KEY ROLE

The Training Specialist's main task is to facilitate New Hire Training Classes and assess each trainee's performance before certifying them to proceed to the next phase.



RESPONSIBILITIES

- Manage a class of new VA's to facilitate the transfer of knowledge and nurture the Rocket Station values.
- Focuses on strengthening foundation skills.
- Conduct screening and assessments to evaluate the VA's performance using the standards set by the company and the VA Scorecard system.
- Schedule feedback sessions for the VA's and discuss items related to their performance or counseling sessions for discipline management.
- Maintain and update the VA scorecard in Google Drive and Podio.
- Coordinate with all Rocket Station departments for any related VA queries.
- Conducts Training Needs Analysis to continuously improve the training experience provided to all VAs.



QUALIFICATIONS

- At least 2 years of experience as a Trainer in a BPO company is preferred.
- Experience in facilitating and managing virtual training classes is a plus.
- US Real Estate and Property Management knowledge is a plus.
- Possess strong organizational skills.
- Has concise thought and critical comprehension.
- Excellent verbal and written English communication skills.
- Must be efficient with both MS Office applications and web-based office apps.



SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10Mbps preferred)
- Back-up Connection: running at least 10 Mbps

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