



Special Projects – Trainer (2 positions)

Position Summary: A full-time position with instructional with some administrative responsibilities. The work includes days and occasional evening hours at the ANC campus and at off-site locations. This position is designated as a 12-month non-classified instructor and is supported by external funding. Position continuation beyond the first year will depend upon successful productivity. The Special Projects Trainer reports directly to the Dean for Customized Training. This position is responsible for the delivery of new hire training (including systems, data and operational training) new product or service launch training, soft skills training and functional training. Also delivers any necessary refresher training or supplemental training to existing staff as required. Demonstrates necessary fundamental training concepts; including facilitation, skills practice, instructional and classroom management skills to ensure learning transfer, reinforcement and on-the-job application.

Essential Skills & Qualifications

- Bachelor's degree
- Minimum two-years customer service experience.
- Previous supervisory or management experience preferred.
- Prior relevant experience in training or education.
- Excellent oral and written communication skills are required.
- Strong time management and organizational skills.
- Ability to demonstrate a high degree of professionalism, flexibility, and integrity.
- Ability to work independently with minimal supervision inside and outside of the classroom while contributing to the overall team success.
- Must demonstrate flexibility; must be able to adapt to changing business needs and the needs of the trainees.
- Commitment to developing others and helping them to succeed.
- Excellent interpersonal, verbal, written and listening communication skills.
- Proficient use of the Microsoft Suite, training applications, and Windows applications.

Position Requirements:

- Effectively conduct new hire and supplemental training as required to ensure agents can successfully perform their job.
- Prepares classroom for in accordance with project start and end dates.
- Creates classroom activities to keep trainees engaged in training.
- Maintains order and discipline in the classroom to create the best training environment.

- Tracks and reports all training activities and provides updates to HR, Training, and Quality Manager.
- Ensures that the training requirements are fully met while conducting new hire or supplemental training.
- Monitors attendance and performance of employees during training.
- Proactively identifies and reports any training gaps.
- Supports the account as CSR during training downtime if necessary.
- Provides customers and participants placement services throughout the training period.
- Travels for required state meetings, professional development, and site supervision; work some evening hours, as required.
- Provides other duties as assigned.

Salary:

Salary is determined by education and experience as defined on the ANC placement schedule. A generous fringe benefit package is included.

Application Deadline:

Review of applications will begin immediately and continue until the position is filled. Interviews may occur throughout the application period.

Application Procedures:

To print an application, visit the college's website (www.anc.edu/jobs) and select Employment Opportunities under the ANC Jobs link in the upper right-hand corner.

To apply, send completed ANC application, cover letter, resume, and transcripts to:

Arkansas Northeastern College
Attn: Office of Human Resources
P.O. Box 1109
Blytheville, AR 72315-1109
or email thampton@smail.anc.edu

For more information, call (870) 762-3121.

Date of Announcement:

July 18, 2022

ANC is an affirmative action, equal opportunity employer