

Trainer/Instructional Developer First Data

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Date Posted: 2011-12-13

Requisition: 20260BR

Located In: Omaha, NE

Job Type: Full-time Employee

Description

Facilitate:

- Facilitate training using a variety of techniques including Blended Learning and Adult Learning Principles (visual, auditory, and kinesthetic).
- Evaluate student progress and implement performance improvement interventions. Provide final approval for new hire agent certification; manages learning interventions for agents not meeting expectations.
- Manage all classroom and OJT activities. Employee coaching and consultative techniques to identify and remediate performance and behavioral issues.
- Ensure classroom logistics such as materials, equipment, supplies, and system access are organized.

Curriculum Development:

- Develop curriculum for supported products. Ensure trainers in all appropriate locations are utilizing consistent materials.
- Measure and improve training effectiveness and learning curve improvements for products outlined.

Process and Training Improvement:

- Participate in project meetings by developing ideas, supporting processes, and suggesting improvements.
- Identify and implement opportunities to reduce training time.

Maintain Product Knowledge and Accuracy of Training Materials:

- Ensure recent changes are reflected in materials by updating facilitator and participant guides, learning checks, and agendas as needed.

- Act as a SME (Subject Matter Expert) in all programs and products supported and verify all information trained.
- Consult with business partners and product management for questions regarding training needs, materials and/or policy and procedures.
- Conduct and participate in Train The Trainer sessions.
- Partner with Quality Assurance to ensure that training and quality standards are aligned.
- Travel - varies as product and business need dictates.

Qualifications

- Bachelor's degree in Education or related field, 2 - 4 years' experience, or equivalent.
- Instructional, Curriculum, and Web design
- Excellent public speaking skills
- Excellent organization skills
- Experience in project management skills
- Working knowledge in instructional design
- Working knowledge of adult learning principles
- Excellent time management skills
- Complete understanding of analysis, research, design, development, implementation, and evaluation model
- Working knowledge of Captivate, Dreamweaver and/or Contribute.