



| | | | |
|-----------------------|---|------------------------------|-------------------------|
| Job Posting #: | 32FB11142024 | Posting Type: | External |
| Job Title: | Training Specialist | Grade/Classification: | Grade 105 - Non- Exempt |
| Department: | Billing, CIS Administration & Metering Services | Location: | Fredericksburg, VA |

JOB DESCRIPTION

OVERVIEW

The purpose of this position is to train REC employees - specifically in their use of iVUE software, NMS and other related systems as it pertains to current Member Services procedures, including new-hire MSRs, as well as existing employees (of all departments) through workshops and other training materials/communications. The Training Specialist should be proficient in the design and facilitation of training both online and in-person. The Training Specialist is also responsible for creating and maintaining documentation of procedures related to Member Services.

ROLE AND RESPONSIBILITIES

- Coordinate and facilitate training classes for REC and BrillIT employees for the customer information system (CIS), NMS, and other related systems as needed.
- Design, develop, and maintain training materials including business process workflows, flowcharts, slideshow presentations, e-Learning courses, procedural guidelines, visual aids, etc., for new hires, refresher classes, etc.
- Become proficient in training software tools (i.e. Lectora Professional Suite w/Integrator). Training software is used to develop courseware and to communicate critical information throughout the organization. Assessments and quizzes, e-learning courses, and e-handbooks for policies and procedures will be developed by the trainer.
- Become proficient on all future system updates/upgrades, design and develop training materials for the updates, and coordinate and facilitate training classes to all REC employees affected by the changes.
- Back up the Member Services Representatives in the contact center in receiving telephone inquiries from members with questions and/or concerns.
- Receive all types of inquiries and complaints from members and users by phone, email or in person, determine the nature of the contact, gather required information, provide the appropriate response, and enter relevant data into the member information data base. Advise, support and guide all CIS users. Log inquiries in the training issues database to identify training needs.
- Provide maximum service to the membership by rendering prompt, professional, accurate, efficient, and courteous service that will increase member satisfaction and promote goodwill between the Cooperative and its members.
- Advise, support, and guide member services' team leaders and regional office users with their day-to-day duties and upcoming projects.
- Communicate CIS updates and reminders to all CIS users as required. Updates may be provided via email, individual interactions, classroom or virtual instruction, etc.
- Promote teamwork and positive working relationships with co-workers and other departments.
- Provide support to system operations during power outages as needed.
- Perform other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

A Bachelor's degree in business administration or a related field is preferred. Participation in pertinent workshops, and conferences to keep current with training skills and technical abilities is mandatory. At least five years' general office experience is required. At least one year's experience in designing training materials, tracking, coordinating, and facilitating training classes required. Some programming experience desirable. At least one year's progressive experience within a customer service/business environment preferred.

The candidate must be able to maintain confidentiality in the performance of duties and responsibilities of the job. Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must possess basic computer skills, to include a working knowledge of Microsoft Office products, including, but not limited to: Outlook, Excel, Word, Teams and PowerPoint. Must have extensive knowledge of instructional design software.

Must be able to multi-task effectively and think critically to solve problems for staff as well as the membership. This role should also focus on making recommendations to improve processes and create efficiencies. Must have good written and oral communication skills and project a professional image. Must be able to communicate effectively to large groups within a classroom or virtually through collaboration software.

Working hours will be scheduled within the normal hours of operation. Extra hours may be required occasionally due to workload, special projects or training. Must be available to work at all hours during emergency conditions. Daily schedule of work may be varied. Occasional overnight travel may be required to attend professional development seminars and certification training.

HOW TO APPLY

Internal Applicants: Interested parties should submit an internal application via the **HR HUB** OR resume via **rechr@myrec.coop**.

Applicants: Use our **<https://www.myrec.coop/careers>** to apply for the opportunity. Please indicate the Job Posting ID **#32FB11142024**

Deadline: Thursday, November 28th @ 5:00PM EST

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of personnel so classified.