

Position Trainer – Collection (Bangalore)

Job Description Trainer

Process - Outbound Collection

Education - Any Graduate

Location: MG Road, Bangalore

- Drive collection process training using industry best practices
- Enhance the soft skill and Customer Handling process
- Improve the training Man hours and Optimize training Output
- Should be known **Telugu, Kannada & Tamil language**.

Role & Responsibilities:

- Identifying the skills, knowledge, information and attitude gaps of best practices from the industry.
- Creating Training contents to close this gap, based on design and implement communication skills modules for the new hires
- Create a timely TNI and TNA (Training Need Identification and Analysis) for all the skills in coordination with Quality team and design and deliver appropriate content for these training workshops.
- Organize periodic TTT/ Team meetings to build capability and effectiveness within the team of trainers.
- Own and drive the daily update to ensure knowledge level of team is continuously updated.
- Designing and implementing specific training initiatives to improve effectiveness, productivity, performance of the executives.
- Partner with Operations and streamline / enhance metrics
- Identify Process gaps, provide recommendations and drive improvement
- Regular feedback to agents and collection teams enhances the overall customer experience

Job specific skills

Applicants should possess the following attributes:

Work Experience

- 2-3 years' experience in working in Collection
- Experience in working in Banking domain
- Must have DRA Certified.

Technical Skills

- Understanding of Industry Training Modules

Behavioral Skills

- Excellent verbal, written Communication skills
- Knowledge about local language

- **Role** Product / Service Trainer
- **Industry Type** Banking
- **Functional Area** Teaching & Training
- **Employment Type** Full Time, Permanent
- **Role Category** Corporate Training Education
- **UG: Any** Graduate
- **Key Skills** Trainer Collections DRA Trainer