

Job Title: Language Trainer**Reports to: L&D Manager****JOB PURPOSE:**

We are seeking an experienced and enthusiastic Language Trainer to join our team. The ideal candidate will be responsible for developing and delivering language training programs to adult learners. This role requires a deep understanding of language acquisition, strong teaching skills, and the ability to create an engaging and supportive learning environment.

RESPONSIBILITIES:

- Delivering training (all types of training) for Different Criteria
- Provide Customer Cultural & Call Ethics training for newcomers
- Review the Knowledge updates
- Prepare printed and instructional materials to be used in training
- Prepare any learning materials needed
- Conduct effective induction sessions and coordinate training activities.
- Reviews the performance of trainees and coaches, monitors their results, and gives them direction for ongoing performance and result improvement
- Measure trainees' information retention rates by issuing assessment tests and quizzes on training materials
- Evaluate the delivered training efficiency (training results, surveys, role plays, ...etc)
- Reporting training batch attendance, verification & performance
- Preparing and sending training data to the concerned departments
- Report the training efficiency
- Keep the company vision, mission, and values and follow all policies and procedures
- Participate in Calibration sessions with Operations and Quality

QUALIFICATIONS and EXPERIENCE:

- Excellent knowledge and command of English or German written and spoken (C2 / Native)
- TOT Certificate is a must
- Knowledge of various training and teaching methods
- Ability to design develop, implement, and evaluate training plans
- TESOL/TEFL/CELTA or equivalent English Language Certifications are preferred
- Customer service experience is preferred
- Proficiency in MS Office
- Excellent presentation and analysis skills
- Coaching and Facilitation skills
- Excellent communication skills
- Leadership and motivation skills
- Good time-management skills