

Job Title: Trainer
Status: Full Time
Department: Customer Care
Shift: days
Supervisor Title: Installation and Training Manager
Location: Las Vegas
Titles of Jobs Directly Supervised: None

Purpose:

Conducts technical training programs and determines training objectives for the training team. Writes training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on product applications following outline, handouts and text materials. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

Responsibilities include but are not limited to:

Product Knowledge

- Creates objectives, timeline and milestones for product learning for each team member
- Create transparency of progress via PM tool and canned reports
- Responsible for training of new trainers
- Creates with I&T Manager job description for trainers, which will define priorities in this order: 1)Product Knowledge/Learning; 2) Training Delivery 3) Courseware

Training Delivery (also pre and post)

- Facilitates, on as-needed basis, pre-delivery peer-review / evaluation of class delivery for each trainer (including self), per product; reports peer-reviews to I&T Manager
- Facilitates twice yearly on-site peer-review / evaluation of class delivery for each trainer, per product
- Determines overall organizational role/responsibility templates for all TR participants during classroom delivery: to include any in-class TR personnel
- Identifies / reports / escalates risk areas for training delivery
- Organizes filing and dissemination of post delivery documents
- Creates long term vision for training delivery enhancements to incorporate emerging technologies and evolving training/educational methodologies

Courseware

- Facilitates the creation of training courseware objectives for each product
- Determines what courseware should be created/modified for both existing and new products
- Assesses needs and priorities of courseware creation for each product
- Assigns product / courseware to team members
- Determines, with team input, objectives and content structure for courseware
- Determines, with team input, time-line for creation and establishes milestones, tracked in PM tool
- Approves design, format of initial template & later final design before document is deemed 'delivery-ready'
- Confirms progress according to timeline / adjusts timeline as necessary
- Creates transparency, via PM tool and canned reports for executive management

- Determines, with team, objectives and plan for additional courseware mediums such as online, downloadable, multimedia, etc

Trainer Development and Knowledge Sharing

- Works with I&T Manager and each team member to determine TR objectives for Trainer development, to include new areas of learning which will meet team member's goals and enhance TR's skill assets
- Works with training team and department managers to share product knowledge throughout TR

Additional Responsibility

- Performs one-on-one interview, in person or via phone, for any potential new I&T team members

Position Requirements

Knowledge & Experience

- Three years direct work experience in a training capacity
- Strong familiarity with project management software, such as Microsoft Project
- Strong familiarity with gaming industry software, systems and operational procedures
- Experience in developing and deploying project best practices, policies, procedures, and processes
- Demonstrated experience in personnel management

Personal Attributes

- Ability to facilitate relations between business groups and technology departments
- Solid leadership skills
- Experience at working both independently and in a team-oriented, collaborative environment is essential
- Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities
- Ability to read communication styles of project team leads, team members, and contractors who come from a broad spectrum of disciplines
- Persuasive, encouraging, and motivating
- Advanced interpersonal, written, and oral communication skills
- Adept at conducting research into project-related issues and products
- Must be able to learn, understand, and apply new technologies
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial

Work Conditions

- Overtime may be required to meet deadlines
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Physically able to participate in training sessions, presentations, and meetings
- Travel for the purpose of meeting with clients or off-site personnel/management