

## POSITION DESCRIPTION



**Name:**

**Job title:** Learning and Development Facilitator (Customer Support) (12-month contract)

**Date:** September 2018

**Department:** Operations

**Reports to:** Front Office Team Leader

**Basic purpose:**

The Learning and Development Facilitator will support the learning and development of the Customer Service and Support team to provide a high level of service to all Cengage customers. This will be achieved through the provision of training for new and existing staff, management of training materials and help centre content, and provide operational support to the leadership group within the team. This will require the incumbent to work with the Front Office Team Leaders, Digital Support Coordinator, internal team members, and other key business stakeholders thereby maintaining a close working relationship with all customers.

**Principal accountabilities:**

Key Outcome and Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Provision of training for the Customer Service and Support team	30%	<ul style="list-style-type: none"> <li>Provide training and coaching to new and existing staff members to ensure optimum levels of customer support are achieved.</li> <li>In conjunction with the Front Office Team Leader proactively identify opportunities to provide refresher training to existing agents.</li> <li>Regularly provide feedback to the Front Office Team Leader regarding the performance of new staff members during training.</li> <li>In consultation with the Front Office Team Leader, utilise periods of low volumes for in-house training to ensure staff are adequately upskilled for periods of peak volumes.</li> <li>Liaise with the Front Office Team Leader to identify knowledge gaps within the team and provide targeted training accordingly.</li> <li>Regularly inform the Front Office Team Leader of trends in customer and/or agent behaviour to identify possible issues and/or opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Highly developed training skills</li> <li>Ability to convey complex ideas in a simple way, using different techniques to aid understanding</li> <li>Effectively coach and foster an environment of continuous improvement by positive role modelling and collaboration</li> <li>Ability to provide constructive feedback</li> <li>Excellent written and verbal communication skills</li> <li>Interpersonal skills with the ability to build relationships and a willingness to help others</li> </ul>	<ul style="list-style-type: none"> <li>Training provided, putting learning first</li> <li>Agents' knowledge</li> <li>Customer-first focus</li> <li>Embraces Cengage core values, ethos and credo and competencies</li> <li>Conflict resolution</li> <li>A positive attitude to problem-solving questioning the status quo and willingness to take risks</li> <li>Ability to build rapport and mutual respect</li> <li>Active participation and contribution in meetings</li> </ul>

			<ul style="list-style-type: none"> <li>• Problem-solving abilities with keen attention to detail and follow through</li> <li>• Skilled use of Microsoft Office Suite-and excellent working knowledge of major browsers, computer systems, and software packages</li> <li>• Ability to put others at ease and build rapport</li> <li>• Comfortable with dealing with ambiguous situations</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates friendly, transparent, and proactive communication</li> <li>• Shares ideas and learning in a team environment, challenging ourselves and others</li> </ul>
Creation and management of training materials and help centre content	30%	<ul style="list-style-type: none"> <li>• Develop training and assessment materials for the provision of training for new staff members.</li> <li>• Train and mentor new Customer Service Agents to become proficient in the demonstration of all departmental procedures.</li> <li>• Develop and monitor progress of training and checking core competencies and key milestones with Customer Service Agents.</li> <li>• Maintain the accuracy of training content to ensure the information is up-to-date and relevant.</li> <li>• In consultation with the Front Office Team Leader, identify appropriate milestones in training new staff members to set agreed learning benchmarks.</li> <li>• Contribute to and maintain the accuracy of content within the team's digital help centre.</li> </ul>	<ul style="list-style-type: none"> <li>• Training and development experience</li> <li>• Ability to provide ongoing, balanced and constructive feedback to facilitate learning</li> <li>• Ability to deliver content in an interesting way and adapt for different learners</li> <li>• Gathers and analyses strengths and knowledge gaps of each individual and initiates action</li> <li>• Ability to identify training needs and market trends to deliver appropriate training and support</li> <li>• Confidence in presenting to a diverse audience</li> <li>• Explains higher levels of performance in a practical and job-related manner</li> <li>• Excellent working knowledge of Zendesk products and reporting functionality</li> </ul>	<ul style="list-style-type: none"> <li>• Training provided, putting learners first</li> <li>• Customer service agents' knowledge</li> <li>• Confidence in dealing with groups</li> <li>• Interpersonal savvy and team morale respecting diverse thoughts and backgrounds</li> <li>• Improved customer and agent support experience</li> <li>• Product knowledge</li> <li>• Ability to use initiative to solve and prevent problems and improve processes</li> <li>• Usefulness of Zendesk Guide and training materials</li> <li>• Team morale respecting diverse thoughts and backgrounds</li> </ul>

Operational and administrative support	10%	<ul style="list-style-type: none"> <li>• Support the Front Office Team Leader and Digital Support Coordinator in developing the skills of the Customer Service and Support team.</li> <li>• Support the Front Office Team Leader and Digital Support Coordinator in identifying and driving operational efficiencies within the Customer Service and Support team.</li> <li>• Deliver an optimum level of customer support and service to internal and external customers of Cengage.</li> <li>• Actively participate in organised meetings.</li> <li>• Anticipate and support key internal stakeholders' needs.</li> <li>• Provide project support on an ad hoc basis as needed.</li> <li>• Any other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Understand colleagues' roles and tailor the communication to meet their needs and achieve desired outcomes</li> <li>• Excellent interpersonal skills with the ability to build relationships</li> <li>• Strong analytical skills with the ability to investigate issues related to product, systems and processes</li> <li>• The ability to accept change and assist in the introduction of new systems and technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Best practices acknowledged, communicated and understood by agents</li> <li>• Support provided</li> <li>• Customer-first focus</li> <li>• Friendly, transparent, and proactive communication</li> <li>• Ability to build rapport and mutual respect</li> <li>• Setting the bar higher to achieve the best possible outcome</li> <li>• Proactive problem-solving</li> <li>• Ability to use initiative to solve and prevent problems and improve processes</li> <li>• Minimal communication problems due to effective communication and collaboration</li> <li>• Active participation and candid contributions in meetings</li> </ul>
Product knowledge in all divisions	10%	<ul style="list-style-type: none"> <li>• Maintain a high level of product knowledge for all Cengage products and platforms to understand customers' needs.</li> <li>• Acquire and continually maintain the technical and product knowledge necessary to perform the job effectively.</li> <li>• Utilise all available resources, website, catalogues, FAQs to be familiar and understand seasonal marketing promotions for products to assist all divisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Product and market knowledge</li> <li>• Networking and platform experience</li> <li>• Problem-solving abilities with keen attention to detail and follow through</li> <li>• Self-motivated and willingness to contribute to the team environment</li> </ul>	<ul style="list-style-type: none"> <li>• Customer-first focus putting learning first</li> <li>• Product knowledge</li> <li>• Customer feedback</li> <li>• Self-initiated training and development of knowledge</li> <li>• Issues resolutions</li> </ul>

Customer and stakeholder relationships	10%	<ul style="list-style-type: none"> <li>Proactively seek to build and maintain relationships with customers and stakeholders.</li> <li>Work closely with relevant internal stakeholders to review current practices and maximise the effectiveness of Cengage's support services.</li> <li>Collaborate and communicate effectively and appropriately with internal and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to build rapport with team members and wider work colleagues and communicate with mutual respect</li> <li>Self-motivated and willingness to contribute to a team environment</li> <li>Demonstrates a willingness to help others</li> <li>Excellent written and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Customer-first focus</li> <li>Shows mutual respect to others</li> <li>Customer and stakeholder feedback</li> <li>Embrace diverse thoughts and backgrounds</li> </ul>
Continuous Improvement	5%	<ul style="list-style-type: none"> <li>Support the Customer Service and Support Manager in continual improvement of processes, training, and training resources.</li> <li>Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures.</li> <li>Keep abreast with the continual change in technology developments and share knowledge with manager and team.</li> <li>Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>Problem-solving abilities with keen attention to detail and follow through</li> <li>A willingness to support and help others</li> <li>Ability to use initiative and take responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Continuous improvement and improved efficiency</li> <li>Self-initiated training and development of knowledge</li> <li>Demonstrated initiative for issue resolution and new ideas to add value to users</li> <li>A positive attitude to problem-solving questioning the status quo and willingness to take calculated risks</li> <li>Participation and contribution of processes improvement projects</li> </ul>
Workplace Health and Safety	5%	<ul style="list-style-type: none"> <li>Be aware of duty of care and act in a safe manner.</li> <li>Ensure all company WH&amp;S policies and procedures are adhered to.</li> <li>Be familiar with property security, first aid and fire emergency procedures.</li> <li>Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury.</li> <li>Participate in WH&amp;S Investigations when required.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to follow policies and procedures</li> <li>Ability to use initiative and take responsibility</li> <li>WH&amp;S Aware</li> <li>Analytical and problem-solving abilities</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to WH&amp;S policies and procedures</li> <li>Increased WH&amp;S awareness</li> <li>A positive attitude to WH&amp;S</li> <li>Reduction of number of WH&amp;S incidents</li> </ul>

**Direct reports:** None

---

**Main contacts:**

Internal: Front Office Team Leader, Customer Service and Support Manager, Operations Manager, Digital Support Coordinator, other Operations Managers, team leaders and team members, Sales and Marketing teams, product managers, relevant platform owners, and GPM.

External: All Customers and third-party warehouse

---

**Education / Qualifications / Experience:**

Proven supervisory experience and training/mentoring experience  
Training and development experience and content development  
Proven experience in Customer Service or call centre environment  
Experience with mainframe software (AS400 preferred) and Zendesk  
Basic understanding of publishing industry

The position requires that the incumbent be responsible for satisfying the needs and requests of customers and that at all times she/he must convey the professionalism of Cengage.

---

**Our Ethos:**

- Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers
- Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious
- Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable
- Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.
- Be Candid: We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.