

Corporate Trainer - Contact Center

Are you ready for a career you can BELIEVE in?

- Do you have a strong belief in the 2nd Amendment?
- Do you support the natural-born right to armed self-defense?
- Do you believe in the mission of the U.S. Concealed Carry Association (USCCA)?

Delta Defense, LLC is the private company that provides Marketing, Operations and Customer Service for the USCCA.

The USCCA helps responsible Americans avoid danger, save lives, and keep their families safe.

Why YOU should Work at Delta Defense!

- We are a fun, fast-paced, and rewarding place to work and grow!
- Milwaukee Business Journal “Best Place to Work” award 6 years in a row!
- Named on Inc. 5000 “Fastest Growing Private Companies” list 11 years in a row!
- Milwaukee Journal Sentinel “Top Workplace” award 7 years in a row!
- Top Workplaces USA award in 2022!

Position Summary:

This position is responsible for training for Service and Sales Contact Center teams across the organization. This role provides organizational training through our world-class onboarding, project support, and innovation initiatives. Deliver critical support for new hires joining our contact centers, and provide coaching and development opportunities for our contact center advisors. Leverage your passion and energy as you facilitate adult learning in a blended environment.

Can you captivate an audience and hold their attention and interest?

Do you have a demonstrated track record in delivering training for sales or service advisors?

Do you thrive in a fast-paced, dynamic environment?

If you can answer yes, with confidence, then this may be the perfect role for you!

This role requires candidates to live within a commutable distance to our headquarters in West Bend, Wisconsin: some remote work will be considered.

Responsibilities:

- Facilitate new hire training for contact center sales and service advisors. Deliver ongoing developmental training to front-line advisors and supervisors in a 24/7 environment.
- Host company-wide orientation sessions to engage new employees in our company culture.
- Coach and support new employees through the Property and Casualty licensing process in concert with the Licensing team. Coordinate study time, testing logistics, and calendars for P&C Licensing.
- Foster a high performing team in both live and virtual settings.
- Partner with instructional designers to create innovative learning solutions. Update and maintain training materials.

- Analyze curriculum effectiveness and recommend continuous improvement methods.
- Conduct skills coaching for sales and service advisors to achieve target goals.
- Collaborate with operations support teams to ensure proper staffing and support for training and development initiatives.
- Contribute expertise and support to the broader Learning & Development team.
- Other duties as assigned.

Experience/Skills:

- Bachelor's degree required. Equivalent experience may be considered.
- 2+ years of experience delivering training within a customer service and sales-oriented environment in a business setting.
- Proven ability to influence and coach sales and service advisors in a contact center setting.
- Highly collaborative and comfortable with navigating rapidly changing organizational needs.
- Strong oral and written communication skills. Confidence to present to large audiences, small groups, or individual contributors.
- Knowledge of successful sales techniques and applications. Salesforce platform experience and CRM of Sales Cloud 360 preferred.
- Proficient in Google Docs, Sheets and Slides. Any e-learning platform experience is a plus!
- Familiar with adult learning theory and blended learning.
- Required to pass and maintain Producer Property and Casualty License. Paid training is provided for all hires.
- Demonstrates the Core Values of Delta Defense, LLC.

Benefits information can be reviewed at: <https://www.deltadefense.com/careers>

*** Please watch your email for next steps after submitting your application. You will be asked to take an online assessment in order to complete the application process. We look forward to receiving your application.***

To apply, please click here:

<https://recruiting2.ultipro.com/DEL1019DDLL/JobBoard/5a38633d-9fd5-48ee-9f8f-539de7dac65f/Opportunity/OpportunityDetail?opportunityId=8bc45439-eda1-4b9a-92d8-23c6c0060f39&sourceId=f0557e49-4fea-400a-913f-26ea5fd3b55d>

PM19