



JOIN OUR TEAM. UNLEASH YOUR FULL POTENTIAL. DEFY NORMAL.

SPECIALIST, TRAINING & DEVELOPMENT

Organization:	Plan International Canada
Reports to:	Senior Manager, Donor Care
Location:	Toronto (Mount Pleasant & Eglinton)
Status:	Full-time, Permanent

About You

Are you passionate about equal rights for all children and equality for girls? Can you see yourself being an integral member of a team that works towards transforming lives in developing countries? Are you confident that you can be part of a high performing team focused on providing superior customer service to our donors?

The Position

The Training and Development Specialist ensures that exceptional Donor experience is provided to our Donors every day. Donor Care is Plan International's contact centre and integral part of Plan's success. This will be accomplished through assessing staffing performance and training needs, developing content, facilitating the training, including sales effectiveness, process improvement and coaching.

The primary responsibility of this position is to ensure the team can successfully apply the practices that are trained to work situations with the aim of achieving the highest possible level of personal, team, and Donor satisfaction. The successful candidate will view their role as a blend of educator, instructor, best practices champion, content expert, productivity coach, skills assessor and instructional designer.

This role will ensure the agents have thorough knowledge of products, programs, processes, services, and can effectively use closing, objection handling, listening, persuasion and upselling skills to provide a positive Donor experience to Plan's existing and potential Donor base.

- Plan, direct, and coordinate programs to enhance the knowledge and skills of the Donor Care agents.
- Oversee a staff of QA and development coordinators.

- Evaluate the effectiveness of training programs and updates training programs to ensure that they are current.
- Oversee the creation of learning modules and other educational materials for staff.
- Ensure strategic alignment of the training with business and organizational goals.
- Evaluate individual and organizational performance to ensure training is meeting business needs and improving performance.
- Select and manage resources, including working with both internal employees and training vendors to develop and deliver training.
- Manage the technologies to develop, manage and deliver training.
- Responsible for organizing training programs, including creating or selecting course content and materials to enhance agents' skills and the overall quality of work.
- Plan, design, develop and maintain class training materials, quick reference guides and frequently asked questions documents, including creating agent scripts.

What does success look like?

- Meeting deadlines and creating processes that allow the Donor Care department to hit their goals and objectives.
- Ensuring the agents have the tools and training to succeed in their roles and attain the department goals.
- Provide flexible training/coaching opportunities in order to conduct ongoing training for the Donor Care team; including weekends and evening hours.
- Having updated Donor Care policies and procedures knowledge base to keep up with ongoing improvements, changes, and company growth.

As our ideal candidate you will have:

- Strong communication skills (oral and written) and experience with industry knowledge to understand concepts, practices, and procedures.
- Knowledge of learning and development best practices.
- Must be self-motivated, self-managed and be able to multi-task with organizational and efficient time management skills.
- Exceptional skills at coaching, motivating, influence and persuasion.
- Demonstrated ability to problem-solve with an ability to bring quick resolution.
- Proven initiative and follow-through.
- Experience in a high-volume contact centre environment.
- A dedication and commitment to providing an outstanding and professional level of service.
- A strong work ethic, coupled with tact and diplomacy.
- Personal values consistent with those of Plan International's organizational values
- Proven experience in a call centre environment with experience in a Sales, Quality & Process Improvement role.
- Professional certification, such as CPTM, is preferred.

Why a career with Plan International Canada?

Are you ready for an opportunity to join one of the largest not for profit organizations in the world?
Are you excited about playing an important role in positively impacting the future of millions of children and families globally?

Plan International Canada is a member of a global organization dedicated to advancing children's rights and equality for girls. We are calling on all Canadians to Defy Normal: to take a stand anywhere children are oppressed, exploited or left behind and girls aren't equally valued. Together, we can create a world where all unleash their full potential.

We support children's rights from birth until they reach adulthood. And we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. We have been building powerful partnerships for children for over 80 years and are active in more than 70 countries.

Our unique culture fosters a supportive, flexible workplace where employees are encouraged to bring their whole selves to work. Join our high performing, diverse team and change your career...positively impact the world! Further information can be found at: plancanada.ca.

How to apply:

To express interest in this exciting opportunity to join a dynamic organization and a high performing team please forward your CV and covering letter, outlining your skills, experience and salary expectations to gethired@plancanada.ca by **March 17, 2019**. Please reference **Specialist, Training & Development**, in the subject line.

Plan International Canada is an inclusive workplace, and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.

Consistent with our Child Protection Policy the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

Applicants must be eligible to work in Canada for the duration of the work term. Proof of eligibility will be required.

Plan International Canada sincerely thanks all applicants for their expressed interest in this opportunity however only those selected for an interview will be contacted. No phone calls please.

Thank you for your interest in a career at Plan International Canada!