

EL CENTRO FAMILY HEALTH JOB POSTING

DATE: May 15, 2017
TITLE: Customer Service Training Specialist
FTE: 1.0 Full-Time Equivalent
SITE: Open – Westside or Eastside Region
SUPERVISOR: Luis Trivino, Chief Operations Officer

JOB PURPOSE:

The purpose of the Training Specialist is to enhance the competencies of individual employees by designing and conducting training programs that will improve and maintain employees' customer service and workplace performance that is in alliance with ECFH's mission and core values. Responsible for performing training needs assessments through reports and analysis, designing and delivering curriculum and learning materials, and managing all phases of training interventions.

EDUCATION:

Requires an Associate of Arts degree in Education and/or Training or other related field from an accredited college or other institution of higher learning.

EXPERIENCE:

Two years of experience in training.

KNOWLEDGE, SKILLS, ABILITIES:

1. Customer /Client focus.
2. Learning Orientation/
3. Communication Proficiency
4. Technical Capacity
5. Teamwork Orientation
6. Planning /Organizational Skills.
7. Presentation Skills.
8. PC & Software knowledge (Outlook, Word, PowerPoint, Excel).
9. Travel is required

Physical Demands:

- Balancing, bending, lifting, carrying, climbing and pulling up to 20 lbs.
- Handling - Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand.
- Hearing - Perceiving the nature of sounds.
- Hands & fingers (feeling & dexterity); perceiving attributes of objects, such as size, shape, temperature, or texture, by touching with skin, particularly that of fingertips.
- Reaching - Extending hand(s) and arm(s) in any direction.
- Sitting and standing for extended periods of time of longer than four hours or more.
- Stooping, crouching, crawling, kneeling
- Talking - Expressing or exchanging ideas by means of the spoken word.
- Vision
- Walking
- Working flexible schedule (i.e., flexible, evenings, weekends or as needed.)

EOE/M/F/D/V/Drug-free Workplace

Interested individuals must submit an updated employment application to Human Resources – via email to hr@ecfh.org or faxed to 505-747-8943.

DEADLINE: Open until filled