CUSTOMER SERVICE TRAINING COORDINATOR

Department: Training

Reports To: Director of Training

Basic Function: The Customer Service Agent (CSA) Training Coordinator provides development and support for all CSA training events.

Qualifications:

1. Three years of airline customer service experience, with at least one year in a lead or supervisory position.
2. The ability to communicate ideas and deal with the interpersonal situations that arise in instruction.
3. A teaching background is preferred.

Authority:

1. Schedule all ground and flight training including transportation and accommodation logistics.
2. Maintain the appearance and functionality of all training facilities and equipment to ensure the best possible environment for both instructors and students.
3. Recommend content changes to the CSA training programs and manuals to reflect operational changes and/or new training initiatives.

Responsibility:

1. Coordinating Customer Service Agent (CSA) training to comply with company goals.
2. Development of lesson plans to supplement the CSA training manual to include *PenAir* CourseWebs that relate.
3. Acquiring and maintaining extensive technical knowledge of applicable subject material.
4. Providing classroom instruction and hands-on training for all CSA training curriculum.
5. Ensuring that enough CSA instructors are trained and qualified to handle all required CSA training throughout the Company.
6. Supervising, scheduling, and support of other CSA instructors and station trainers.
7. Coordinating all initial and recurrent training as required.
8. Maintaining all CSA training records.
9. Publishing and updating all CSA training memos.
10. Developing and updating all system training manuals and material as needed.

Send your resume:

- Phone: (907) 771-2500
- Fax: (907) 771-2661
- Email: hr@penair.com

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