



## JOB SPECIFICATION

### POSITION TITLE

Trainer- Europe & MEA

DEPARTMENT Passenger Services

### MANAGER'S TITLE

Passenger Services Training, Development and Quality Assurance

EFFECTIVE DATE Aug 2018

### BASIC PURPOSE

This is a key role within Norwegian Cruise Line European Offices, designed to bring greater focus on product & system training and to champion customer service excellence.

The role is designed to bring to a greater focus and understanding of the full capability of Groups in order to meet or exceed departmental standards. Improving operational systems, processes and best practices that guarantee organizational well-being.

You will also be required to conduct/support Contact Centre Training and Refresher support to help achieve our Centre of Excellence

Contribute towards the achievement of Company's strategic and operational objectives supporting both EU and INTL offices.

### POSITION RESPONSIBILITIES :

- Responsible for Identifying and analyze the current group operation and working out a strategy for improving if necessary
- Testing for New Release and other projects
- Review and updating all documents within System for NCL Int'l
- **Managing the day-to-day reporting for NCL Int'l**
- Ensure all reviews; final payments are done in a timely fashion for NCL Int'l
- Coordinate and oversee displacements for NCL Int'l





- Prepare educational material for NCL Int'l
- Support NCL Int'l in training for Traditional Groups ( Group Master )
- Establish an open and trusting work environment across all the Int'l offices, departments and levels within the organization.
- Communicate effectively with other supervisors, peers and subordinates through both written and verbal skills.
- Training Communications and NCL Help Updates

Provide support to all BOP Team in day to day tasks, including communications.

#### **NATURE AND SCOPE:**

- Responsible for Groups Training within Passenger Services
- Liaise with Miami Training & Development to ensure consistency with HQ training programs
- Ensure all system/process & product changes are documented, trained and communicated.
- Support Training and Development Coordinator

#### **DIMENSIONS:**

International Business Operations is responsible for making sure the entire operation of groups is done effectively. Supporting BOP department where required

#### **EXPERIENCE:**

#### **KNOWLEDGE & SKILLS:**

- Understand the principles and techniques of planning and delivering comprehensive training programs
- Possess strong customer focus, both internally and externally
- Must be tenacious with the ability to work on their own, or as part of a team
- Strong written and verbal communication skills
- Ability to deal with Team Members at all levels
- Ability to analyse, interpret, apply and communicate new information according to business needs
- Ability to organize and prioritize work
- IT literate – MS Office including word/excel/outlook/powerpoint.
- MS Visio, Publisher and Access are desirable
- Flexible in working hours and ability to travel to other European Offices according to the needs of the business.
- Knowledge of principles and methods for promoting and selling products or services over the phone
- Good understanding of call centre operations