

**LCS FINANCIAL
JOB DESCRIPTION**

Position Title: Training Manager	Position Location: Centennial Co.
FLSA Status: Exempt	Department: Operations
Reports To*: Director of Operations	Revised Date: 7-25-11

Primary Duties and Responsibilities

- Facilitate classroom training for both internal and vendor developed programs company-wide
- Ensure new hire collectors successfully complete the collection training program, including meeting assigned collection dollars within set time frames, through graduation
- Develop interactive tools to solidify training material (games, non-threatening role playing, demonstrations, audio/video use, etc)
- Demonstrate practical speaking skills to project confidence, enthusiasm, maintain control and pose questions that will illicit the 'right' kind of answer
- Targeted training based on audience with flex presentation styles and varied instructional styles (disruptive students, problem learners, active listening, paraphrasing, class participation, etc)
- Effectively manage and evaluate new hire progress & performance
- Provide ongoing feedback, coaching, training and up-training for all levels of personnel
- Demonstrate skills in reference to conflict resolution, counseling and writing & delivering disciplinary actions including terminations
- Design, plan & implement corporate training and professional development programs (collections, management, processes, policies, etc)
- Monitor and report to overall attrition statistics, track reasons and provide suggestions for improving retention rates
- Research new training techniques and suggest enhancements to existing training programs
- Formalize and implement a 30, 90 and 180 days testing and benchmarking program for employees to better analyze training needs
- Formalize annual refresher training for key identified areas (security, FDCPA, etc)
- Provide timely coaching and training sessions based on quality & compliance audits, manager audits and prior month's performance (call monitoring, side by sides, one-on-ones, groups, etc)
- Consistent and timely reporting of audit coaching forms & monthly coaching summaries to operational management
- Collaborate with QA/Compliance and all levels of management to ensure operational needs are met and client expectations are exceeded
- Other duties as assigned

Skills & Qualifications:

- Experience in developing and facilitating training programs
- Proven skills in coaching, mentoring & developing collectors and teams
- Strong organizational, multi-tasking and time management skills
- Detail oriented with strong analytical and critical thinking skills
- Demonstrate strong, effective and diplomatic interpersonal, verbal and written communication skills
- Self motivated, goal oriented, resourceful and driven personality
- Flexible and open to change in a high volume fast paced environment
- Understanding of Federal and State Laws (FDCPA, CFDCPA, FCRA, GLBA, HIPAA, etc) a plus

Education & Experience:

- Training Certification / Bachelor Degree in Communications or related study
- 2-3 years management experience in related field
- Working knowledge of windows based systems & Microsoft Office programs
- Working knowledge of the mortgage industry, title insurance parameters, bankruptcy impact on collections, foreclosures, student loans and general collections experience a plus
- 3rd party collections experience beneficial
- Call center environment experience beneficial

Salary Range: EXEMPT – dependent on experience

WHO THIS POSITION REPORTS TO MAY BE MODIFIED UPON NOTICE TO THE EMPLOYEE