

# Colombia Jobs Expertini®

## Learning & Development Expert

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Company: TDCX

Location: Colombia

Category: other-general

### Top Reasons to work with TDCX

Attractive remuneration, great perks, and performance incentives

Comprehensive medical, insurance, or social security coverage

World-class workspaces

Engaging activities and recognition programs

Strong learning and development plans for your career growth

Positive culture for you to #BeMore at work

Easy to locate area with direct access to public transport

Flexible working arrangements

Be coached and mentored by experts in your field

Join a global company, winner of hundreds of industry awards

### What is your mission?

Conduct orientation sessions as well as plan and deliver the full training program (including product, soft skills and on-the-job training) for new hires

Develop new training programs / manuals, multimedia visual aids, and other educational materials

Have prompt and regular follow-ups on training programs delivered to evaluate training effectiveness

Evaluate the effectiveness of existing training programs and provide recommendations for improvement

Conduct Training Needs Analysis and develop programs to improve existing staff performance

Drive / co-drive service quality initiatives for continuous service standards improvement

Any other duties and responsibilities that may be assigned to you by the management from time to time, within your category of employment in the organization and for the effective implementation, maintenance and continual improvement of the Quality Management System of TDCX

### **Who are we looking for?**

Candidate must possess at least an Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree in related field.

Preferable with 1 year of working experience in the related field is required for this position

Proficient in the use of Microsoft Office programs

Strong communication and interpersonal skills

Excellent presentation skills and training delivery, with knowledge of various training methodologies

Competent in e-content and design development, Excellent presentation skills and training delivery, with knowledge of various training methodologies

Excellent verbal and written communication skills in English and the language of the supporting market

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