

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 86

Position Title	Trainer, Customer Contact Center		
Date Evaluated	September 30, 2005	Date Revised	June 28, 2006
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	3	Preparing training materials and background reports (eg. needs analysis for refresher training) for Call Centre staff; create and/or edit Q&As for staff.
2. Numeric Skills	1	Minimal numeric skills, may have to complete logs or statistics on numbers of employees trained.
3. Technical Skills/Professional Knowledge	4	Knowledge of training techniques for educating adults with a variety of skill and knowledge levels; knowledge of MPAC Customer Service standards, policies; knowledge of assessment process, information on the notices and details of other programs supported by the CCC such as enumeration, Elections Ontario; knowledge is required to develop scripts, lesson plans, train and evaluate staff.
4. Analytical/Problem-Solving Skills	3	Analysis of how effective the training has been and developing or recommending remedial training/strategy; problem is identified by observing/listening to Associates, determining if responses are accurate.
5. Communication Skills	4	Deliver training, ensuring Associates understand the material/subject matter before 'approving them' to go live on the calls.
6. Co-ordinating Skills	3	Coordinates training sessions organizing training materials, scheduling staff, boardroom set-up.
7. Freedom of Action	3	Work is determined by timing of new hires/new program/current program changes; incumbent determines method of delivery and whether student 'graduates'.
8. Guiding Others	3	Formally responsible for training CCC staff.
9. Physical Effort	2	Standing while delivering training could be >2 hrs but not always daily, and can lessen strain by sitting down;
10. Manual Dexterity	1	Keyboarding skills to prepare lessons, <1hr, can lessen strain.
11. Audio/Visual Effort	2	Listening skills required to deliver training.
12. Working Conditions	1	No disagreeable working conditions.
General Notes		