

JOB TITLE:

Training Coordinator

DEPARTMENT

Customer Services

Customer Service Testimonials

Q: WHAT DOES YOUR TYPICAL DAY AT WORK LOOK LIKE?

As the Training Coordinator for the Customer Services Department, my day can be very varied, depending on the time of year. However, one thing's for sure, it is full of opportunities to make a difference, as well as giving me a sense of accomplishment as I leave the office at the end of every day.

I am so fortunate that I have an almost 'birds eye view' of the department, and how it operates. My role is to develop and deliver good, consistent, quality training to all CS Staff, engage in conversation to increase understanding of the department's requirements, communicate clear instructions and guidance, and provide a warm sense of purpose in the teams, with a real focus on CUSTOMER SATISFACTION.

In the lead up to peak season, I am heavily involved with the New Starter Onboarding and Induction process for CS staff; welcoming them to the department, giving tours of the facility (at both Head Office, as well as our York Showroom, Warehouse and Returns Department) and I actively ensure new staff have the best possible training from the CS Trainers.

As a small team, we embrace challenges and meet the training needs and requirements of individuals to ensure the foundation level training in Customer Services is solid - this is so staff feel confident when helping customers, whether this is via email, or over the phone. Once the New Starter leaves the training program, it's time to put that training into practice, in their own teams, with guidance and support from their Team Leader, however any top-up training can be given, should the staff member require it.



On a day-to-day basis, as I have a keen eye for detail, I am actively involved with development of processes and procedures surrounding Customer Services; whether that's working with Developers to discuss processes, or writing and updating our training resources to keep documents and training materials fresh and current. I also work with an ear to the ground, ready to communicate changes to policy and procedure, that is succinct and easy to understand.

I think good communication is important, so I send TIT-BIT reminders to all CS staff every Tuesday with bitesize topics; whether it is product or system related, with a real emphasis on efficiency, teamwork, and improving those customer service skills.

Together with my Trainer, we work to develop ideas for training and actively look for ways to improve how processes are handled. Along with her talents and enthusiasm to develop staff's understanding, as a team, we're driven by the needs of individuals and react positively, wherever required.

More recently, I have been keen to develop staff's understanding of the products we sell, so on a regular basis, I'm liaising with product buyers and specialists to coordinate training so that our staff feel confident answering product related questions. Product training is something we are keen to incorporate into the training program, so customers feel listened to and have the sales and tech support at the end of the phone when they need it.

At several points in the day, I am always on the lookout for training opportunities, so if I see/hear misunderstanding of a process, I am quick to react and straighten out any misconceptions; either through a Teams call, face to face, or in a Staff Meeting.



As well as coordinating training in, and for CS, I am involved with the training of AV.com staff, and I regularly provide on hand support as they grow as a business.

I feel I have an opinion that matters, I react to the Management's needs, and I am called upon to understand a process, and communicate it effectively to all CS staff. The information and procedures I develop are well thought through, with streamlining and efficiency at the forefront of my mind, to benefit the individual, department, and company.

At present, as part of my professional development, the company are supporting me on a Learning and Development Consultant Level 5 apprenticeship, which is opening my eyes to the bigger picture, and giving me more opportunities to develop as an employee. So, learning and lightbulb moments are not just for new employees, but for the older ones too. It's thanks to the company for investing in me and believing in my abilities. I really enjoy the challenges (and triumphs) of adult learning and feeling like I am making a difference to our team and the company we work for, daily.



Q: WHAT IS YOUR FAVOURITE PART OF YOUR JOB ROLE?

It's very tricky to pinpoint a favourite part, as there are several. Ultimately, I like helping people learn, and understand things. I like seeing the lightbulb moment. I like seeing people using the tools and resources the Training team have developed, to succeed. I like seeing people deal with customer issues efficiently following training, providing accurate information for a customer, solving a problem. I like the feeling that I was part of that solution. I like feeling like I am an integral part of department and how it operates.

Q: WHAT DO YOU ENJOY THE MOST ABOUT WORKING AT GEAR4MUSIC?

I started working for Gear4music in 2008, and after 2 years, and a sudden change in my personal life, I left the company, but I knew the door was left ajar, should I wish to return... and I did.

Coming back to Gear4music in April 2016, I saw how much the company had grown but could still see improvements and structure was changing in front of my eyes. I knew I wanted to be involved in that change and development, and I felt I understood the company to help.

Since then, over the last 4 years, I have become part of a fantastic Management and Training team, and have had the chance to understand, develop and change procedures and processes to make Customer Services streamlined. There is still more to do, there is a never-ending To-Do list, but I will always look to make a Customer Service person's life easier, as the nature of the job is increasingly more challenging in an ecommerce, retail setting.



More recently, I received training to become one of the company's Mental Health First Aiders, which has provided me with an opportunity to consider how we can help staff more and how we can appropriately react when someone is having a crisis. Having more understanding and recognising the signs of someone who is struggling has made me more self-aware and taught me to listen more.

You may wonder why I have included this in my testimonial; however, this is because I, myself, have received training. The company has invested in me and others, and believes I have what it takes to help people and make a difference to staff's wellbeing. I enjoy the feeling that I am being invested in. Training is a huge part of my day-to-day role, and knowing the company invests in individuals and encourages training is such a great feeling. The passion and drive I get from training help me pass the positivity and investment onto others.

Finally, I couldn't do what I do without the people I work with. Everyone is so welcoming, and there is support everywhere you turn. The Management team care about every CS staff member. I feel so thankful to be part of a Training team who welcome staff into the department, and show new employees the twists and turns, and how to deal with customers.

With English speaking and international speaking employees in the office, working a hybrid pattern or fully remote, I also really enjoy the diversity in the department. I like the chance to learn about other cultures; to be part of a multicultural community in Gear4music. We may not speak the same language, but we all speak "music".

