



Trainer for customer service: 1 post

Overview

Established in 2016, Step-in Step-up (SISU) is a not-for-profit company based in Hlaing Tharyar, Yangon. We deliver livelihood-based vocational training programs to enable vulnerable Myanmar youths to find employment.

There is an opportunity to join our dynamic team as an English and Customer Service trainer.

While the skills and knowledge to be a great trainer are important, having a caring and ‘can do’ attitude is even more so. Our focus is on helping these young people find jobs, and we need someone flexible and goal-focused to help in our mission.

We aim to create a nurturing and caring environment and will welcome candidates who are excellent trainers and share our values and drive.

If this is you, please send your CV together with a cover letter to careers@stepinstepupint.org

Responsibilities and Duties

- Design training programs and report to management
- Schedule training sessions, locations, and trainee learning timetable
- Establishing a strong coaching relationship with the trainees focused on enabling them to grow and develop
- Prepare and maintain the trainee’s information file
- Translate English/Burmese/English when required
- Maintain positive working relationships/networks with all members of the SISU team, trainees, and partners
- Collect and share successful stories and other supporting documents that reflect the progress of the project activities
- Prepare certificates and help write CVs for trainees
- Develop teaching aids, such as training, demonstration models, multimedia visual aids, computer tutorials, and reference works if necessary
- Assist the Manager or Management team as required
- Execute all tasks assigned by the team leader or manager diligently, on schedule, and to the highest standard
- Working with team members to achieve daily, weekly, and monthly targets

Requirements

- A teaching spirit – you care for the trainees
- Strong written and literacy skills
- Great presentation skills
- Strong attention to detail and problem-solving



- Be a good team player and in customer service
- Be accountable, or meet your promises
- Be flexible and open to change
- Excellent coaching and mentoring skills
- Ability to create a safe and encouraging environment where interns can develop
- Proficiency in MS Office
- Fluency in English and Burmese

Highlights

- Competitive salary plus yearly bonus
- Ferry, lunch, and monthly hamper provided
- Job location: Hlaing Tharyar Township
- 1-year contract with option to extend
- If you want to know more about our organization please go and visit our website www.stepinstepupint.org