




Job Specification

LEARNING SERVICES ADVISOR



Learning Services Advisor

Are you proactive, ambitious and goal focused? Are you energetic and like to 'get things done'? Do you live to meet and exceed customers' expectations?

What we are seeking in our applications for a Learning Services Advisor

We are currently seeking applications for a Learning Services Advisor who are committed to "best in-class" customer experience. Our Learning Services Advisors are the face of the business! So, we need people who love talking and getting to know our customers. You've got to be able to stay calm under pressure and constantly look for ways to improve yourself and our service. Don't worry if you've never worked in the training industry before, we'll give you the knowledge... but it's your attitude that counts.

The successful candidate should enjoy working in a dynamic and results oriented team environment focusing on quality and customer satisfaction.

What we value most is a good attitude, great communication skills and top-notch organisational skills.

To apply please send your CV to denise@dcmlearning.ie

Duties and Responsibilities

This is a great job for those who like to dabble in a variety of tasks and can multi-task with ease.

As our Learning Services Advisor your duties and responsibilities will include:

- Acting as first point of contact for new and existing clients over the phone and by email
- Provide a friendly and efficient service so as to encourage repeat business.
- Taking bookings & enquiries from clients via phone or e-mail, ensuring strict adherence to response times
- Ensuring all enquiries are recorded on systems accurately and consistently
- Ensuring a consultative service by questioning clients on their actual training needs.
- Preparing client proposals including course outlines, availability and costs
- Ensuring accurate pricing is quoted and recorded on relevant systems
- Following up on proposals submitted to client in order to gain feedback
- Ensuring appropriate authorisation documentation is collated prior to booking
- Ensuring all bookings are recorded on systems accurately and consistently
- Ensuring effective handover to co-ordinators
- Managing customer expectations and all deliverable SLA's
- Issuing client satisfaction forms
- Co-ordinating external training requests from initial enquiry stage through to evaluation and feedback
- Chasing clients for payment
- Working with the team to help improve how we work

Skills and Competencies

This role is especially suited for multi-taskers who love to balance a myriad of jobs. You'll also need to be fairly chatty, as you need to be able to communicate with a variety of people. Other skills that will help you succeed include:

- Prior relevant experience an advantage
- Excellent IT Skills to include spreadsheets and word processing
- Excellent attention to detail
- Excellent written English - spelling / grammar / punctuation
- Methodical and thorough approach to work
- Ability to follow set out processes and procedures
- Good at juggling tasks and prioritising
- A great team player
- A pleasant, confident telephone manner
- Exceptional customer service skills
- A relevant post Leaving Cert qualification would be considered beneficial
- Minimum of 1 Year Experience in an Office Environment



About DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Our Business

For over a decade, DCM Learning has been improving individual and business performance in Ireland and the UK. At our core, we believe people learn best by doing. We design fun, powerful experiences that have a profound and lasting impact on people and their careers, inspiring new ways of thinking, building critical capabilities and unleashing business success.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered on-site training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



DCM Learning

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