

Training Content Coordinator

Purpose:

This role will be reporting to the Divisional Manager of Retention Operations. The individual in this position will service all technical training needs of DGC and, if needed, Managed Service Partners.

The individual in this role will create and customize various training content types, including but not limited to - process flows, step-by-step guides, facilitator guides, learner guides, PowerPoint presentations, and E-Learning materials, with a focus on Service, Product, and System Training.

The Training Content Coordinator will manage/work closely with our Third-Party Training Providers to ensure all Training needs are met.

Duties include, but not limited to:

- Continuously adjust training needs as the business strategy develops.
- Ensure that specified client SLAs are being met for the relevant business unit.
- Build strong relationships with all respective Business Units, Managed Services, and Third-Party Training Providers.
- Effectively prioritize client request and deliver accordingly.
- Feedback to clients regularly and obtain feedback for the improvement of training programs.
- Schedule meetings with stakeholders to discuss improvement on training products.
- Action all training feedback communicated by the clients.

Learning Process Implementations

- Conduct training needs analysis as and when required.
- Define the skill set required to perform different roles.
- Analysis of users and learning needs to reveal the key elements of learning required to achieve defined outcomes. The learning outcomes should be confirmed in collaboration with stakeholders.
- Ensure all knowledge content is up to date and stored within SharePoint and E-Learning Portal.

Training Design

- Design Outcome-based learning programs appropriate to the skills needed.
- Design course materials and other training documents.
- Design & develop e-Learning using various available technologies and Third-Party Gaming Providers.
- Amendments and version control for all approved and uploaded documents.

Facilitate Learning (Ad-hoc requirement)

- Facilitate learning using a variety of given methodologies.
- Facilitate product-related training if required.



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Assessments and Reporting

- Design & develop outcome-based assessments both on and off the E-learning Portal.
- Facilitate performance assessments to determine the skill gaps between current and desirable skill levels.
- Evaluate the effectiveness of training programs and learning outcomes.
- Create weekly & monthly training reports, derive insights and recommendations.
- Share insights and recommendations with stakeholders and brainstorm ideas to improve the effectiveness of training content.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- Bachelor's Degree in related field, but experience and/or other training/certification may be substituted for the education
- 3+ years' experience in an online operations, internal training or product support environment
- Interest in training and teaching at scale
- Familiarity with traditional and modern training methods, tools and learning principles
- Demonstrated experience in that of creating E-learning content

Knowledge, Skills & Abilities:

- Experience thriving in a fast-paced, growth-driven environment
- Experience working independently and a track record of taking initiative in ambiguous, dynamic environments
- Excellent written and verbal communication
- Strong technical writing skills
- Ability to derive insights from data
- Proficient in PowerPoint, E-learning content setup, Visio and SharePoint

Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to humanresources@digitalgamingcorp.com

Please ensure you have attached an updated copy of your resume and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*