



Job Description

Updated 1/4/05

Job Title: Store Trainer

Summary

The Store Trainer we seek will be responsible for successfully educating and training associates on Marvin's operation systems, customer service, and other programs. The Store Trainer will be responsible for conducting on-site group training sessions at store sites. The ideal candidate will be a seasoned training professional who demonstrates the drive and passion for excellence in the delivery of training and support to our internal customers. This position requires extensive travel (50-70%) within a geographic region with frequent overnight stays. A key responsibility of the Store Trainer will be writing policies and designing training programs while not conducting training.

Qualifications

- Associate's degree or equivalent work experience, Bachelor's preferred
- Expertise in training delivery (retail training experience a plus), which will require:
 - Becoming the expert on our in-store computer systems, customer service, and other programs
 - Helping new users learn the system, customer service, and other programs
 - Developing and teaching courses for the system, customer service, and other programs
 - Ensuring that every associate receives the proper training necessary to successfully complete his or her job assignments.
- Basic computer skills utilizing Windows software

Essential Duties and Responsibilities, Include but are not limited to

- Excellent communication and presentation skills – retail training experience a plus
- Ability to educate/transfer knowledge to a diverse workforce with varying degrees of experience/education
- Ability to balance/service multiple sites
- Coordinate some class arrangements.
- Maintain records of training as directed.
- Ability to design traditional classroom training from inception to delivery
- Ability to lead projects and design training courses and materials with little managerial supervision
- Ability to design and write training manuals, policies, and procedures from inception to delivery by transforming raw information into an instructional course that is in a relevant, sequential, and logical format for associates including the ability to translate technical



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terms and concepts into easily understood material. This goes beyond technical documentation skills, in that creative instructional design work is required.

- Must have good oral/written communication skills in order to effectively interact with customers, vendors, and other associates.
- Must be customer service-oriented and team-oriented.
- Must have good management and organizational skills.
- Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas.
- Must be able to work a flexible schedule including weekends, evenings, and holidays.
- Other functions as assigned by her/his supervisor.

This job is a salary position. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and special consideration will be given to Marvin's candidates with experience.

Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.

I have read my job description and understand it.

Print Name

Signature

Date