

# United Arab Emirates Jobs Expertini®

## Learning & Development Manager - QA

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Company: Instashop

Location: united arab emirates

Category: other-general

InstaShop: Shops you love delivered better Role overviewApplication BackLearning & Development Manager - QA Quality Assurance - United Arab Emirates, AE - Full time - 834 InstaShop, headquartered in Dubai, is the leading online marketplace for supermarkets, pharmacies, pet shops & other businesses in the Middle East. With a young & motivated team & an office resembling the ones of startups in San Francisco, InstaShop is the right company for individuals passionate about adding value within a fast-growing technology company. As the Learning & Development (L&D) manager, the core responsibility is to oversee the learning and development of the QA department to ensure they have the knowledge, skills, and abilities needed to deliver high-quality customer service. Primary responsibilities

Assess the training needs of the call center team members and develop training programs to address those needs. Manage and lead junior management to design, develop and deliver training programs that align with the business objectives and meet the needs of the team members. Evaluate the effectiveness of the training programs and make necessary changes to improve the training quality. Audit the performances and quality of work of the team members within the various subdivisions of the QA department Develop and implement onboarding programs for new joiners to ensure they are prepared for their roles. Work with other managers and supervisors to provide coaching and feedback to team members to enhance their performance. Provide regular reports on training activities and outcomes to the HOD To use the InstaShop services as per the company policies in order to provide feedback on how to improve the service

Requirements A minimum of 3 years of experience within Training, L&D or related field Strong interpersonal and customer service skills Excellent problem solving and

conflict resolution skills Bachelor's degree in Human Resources, Education or a related discipline Proficiency in Microsoft Office, particularly PowerPoint and Excel. Strong communication skills in English, both verbal and written Everything you need in just a few clicks! Get the app today for free Try it out today! Shop now

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