

## Instructor – Digital Customer Service Program at Generation

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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We transform education to employment systems to prepare, place, and support people into life-changing careers that would otherwise be inaccessible. We have a methodology that we believe can serve hundreds of thousands-and eventually millions-of people who are unemployed, underemployed, or need to learn new skills. Our program creates real business value for employers and lasting career impact for participants.

### To Be Successful You'll Need

#### Motivational Fit

Commit to and empathize with young people and disconnected populations.

Work successfully in a fast-paced, start-up environment.

Fulfill the expectations of the instructor role inside and outside of the Generation classroom.

#### Delivery Of Skills-based Training

Follow the overarching structure and flow of a curriculum.

Engage participants in active thinking and participation.

Deliver instruction that is rigorous, relevant, and appropriate for adults.

#### Commitment to Reflection and Growth

Be self-reflective.

Openly receive and give feedback on his / her performance.

Apply feedback and pursue additional learning to strengthen his / her performance.

### **Effective Communication**

Adapt his / her communication style to reflect and connect with the diverse experiences of participants.

Explain complex topics in a non-technical way.

### **Personal Responsibility**

Always act professionally, meeting Generation's expectations and policies, even under pressure.

Set and attain goals, even in difficult circumstances.

Acknowledge mistakes and learn from them.

Work independently with limited oversight and seek assistance when needed.

### **Other Requirements**

Ability to travel frequently within Kenya to the counties.

### **What you'll do:**

#### **Delivery of Training**

Follow the overarching structure and flow of the program's curriculum.

Prepare for effective delivery by understanding and personalizing session plans prior to class sessions.

Engage participants in active thinking and participation.

Deliver instruction that is rigorous, relevant, and appropriate for adults.

Conduct assessments and record data as outlined by the curriculum.

Collaborate with Generations' Quality team and commit to act on any feedback based on achieving the required quality standard of the program.

### **Program Management**

Support in mobilizing targeted youth using Generation-specific promotional and communications strategies which include but are not limited to: Mapping areas in the community frequented by targeted youth. Scheduling and conducting meetings with key stakeholders. Distribution of mobilization materials to faith based, and youth serving organizations in the communities. Represent Generation during events/activities held around the training location/region working with the Generation Kenya Communications office. Identify and engage stakeholders who would be keen on supporting Generation's operations at the centers such as community organizations, youth leaders, sponsorship organizations etc. Represent Generation on local media when opportunities are availed, working very closely with the Generation Kenya Communications office.

Screening candidates and preparing them to attend the training.

Serve as the primary point of contact between Generation participants, program coordinators, and other stakeholders.

Any other administrative duties required to ensure successful operations of the program.

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