



## **GEO POLL CATI & CAPI TRAINING MANAGER**

GeoPoll is a leading research organization that uses mobile phones to gather direct, real-time insights from millions of people throughout Africa, Asia, and Latin America. Working with clients including global brands, media outlets, and international development groups, GeoPoll facilitates projects that measure vital indicators around the world.

GeoPoll seeks smart, dedicated, and passionate individuals to join our team, and help us improve the lives of citizens around the world through the mobile phone.

### **About this Role**

We are currently looking for a seasoned CATI & CAPI Training Manager in Nairobi, Kenya to support our training needs for International Development research studies. This position is responsible for the design of training materials, scheduling of trainings and doing actual trainings that are conducive to the nature of the research being carried out. The training manager will provide a supporting role to the project management team and solutions (operation) team with trainings of CATI and CAPI centers and operators.

This position will report to the Director, Project Management.

### **Key Responsibilities:**

- Draw an overall or individualized training and development plans that addresses the team needs and expectations with a specific reference to CATI and CAPI projects.
- Conduct training programs for all levels of employees and vendors with regards to Research best practices.
- Revise and translate instructions to adapt to a CATI setup and meet the objectives of the project (with specific focus on all protocols in CATI, telephone ethics, data quality, confidentiality, consent, and privacy)
- Monitor and evaluate training program's effectiveness, success and ROI periodically and regularly report on them.
- Keep training materials up to date with new features, protocols, and best practices
- Monitor and evaluate training program's effectiveness, success and ROI periodically and regularly report on them as well as giving recommendations for change or improvement.
- Conduct role-playing activities and other exercises to ensure techniques are understood and used properly
- Prepare a budget for training as well as ensuring the training budget is maintained.
- Ensures that trainings and training materials are compliant with rules, regulations and best practices of the country and industry



#### **Qualifications and Skills:**

- Bachelor's degree in research methods, survey methodology and statistics or related fields
- 4+ years experience in managing and training teams
- 4+ years experience managing and working on projects for large NGOs and government institutions
- Extremely self-motivated and highly organized
- Proven experience in designing multiple training events for Research teams across the organization (incl. call centers)
- Strong verbal and written communication skills
- Must be a compelling public speaker
- Must have strong time management skills as well as be an effective multi-tasker
- Must have knowledge of the Microsoft Office suite, especially PowerPoint for the purpose of producing training materials and presentations
- Ability to take initiative and develop other team members
- Ability to exercise good judgment and discretion in confidential matters
- Enjoys a fun, dynamic and challenging work environment within a start-up culture

GeoPoll's parent company is Mobile Accord, Inc. Mobile Accord, Inc. is an Equal Opportunity Employer and welcomes diversity.

Please submit your CV, salary history and relevant work examples to [researchcareers@geopoll.com](mailto:researchcareers@geopoll.com) with the subject CATI & CAPI Training Manager.

Feel free to check out our website: <https://www.geopoll.com> .