

Executive Training & Development

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Company: PUMA

Location: İstanbul

Category: other-general

YOUR MISSION

Actively contribute to the (re)design, development, implementation, evaluation and adaptation of current and future customer services, product programmes and materials;

Supervise and deliver assigned product and learning programmes in stores to high standards and according to the established training calendar, applying the established curriculum and methodology.

Provide support in the creation of necessary learning materials, documentation, translations, training tools and training processes.

Control the onboarding and support processes and provide and follow up the materials in the orientation programmes to the teams.

In collaboration with the Retail Training Manager, Store Operations Team and Area Managers in the region, develop specific learning programmes and tools, assist and monitor their use.

Regularly visit stores to train store teams and observe them in action, providing on the spot feedback and coaching to promote high customer service, product expertise and loyalty.

Contribute to the assessment of individual and team needs

Keeping records of training curriculum, material, assessment and participants;

Preparing regular and ad-hoc reports for defined learning KPIs

Support by participating in Cross-Functional projects when requested (e.g. eCom, Marketing, Sales Department, Partner stores)

YOUR TALENT

University Degree in related fields

Advanced knowledge of English both written and spoken,

Excellent command of MS Office applications,

Strong interpersonal skills,

Proactive; ability to make decisions without significant management oversight,

Results driven, strong interpersonal, written and verbal communication skills,

Always be open to learning

SPEED & SPIRIT

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