



Effective Date: 07/13/2012	Job Description		Update: 07/01/2017
POSITION TITLE	Training Specialist	POSITION GRADE	2.5 Stripes
MANAGER'S TITLE	Asst. Hotel Director/ Hotel Director	DEPARTMENT/DIV	HR/Training

POSITION SUMMARY

Oversees ship training center. Conducts general training courses including but not limited to Hospitality, Company Orientation, Ship Familiarization, Management Training, and Customer Service Training. Responsible for all related record keeping. Coordinate and assist with company recognition programs, including Vacation Hero.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

ESSENTIAL FUNCTIONS

- Conduct training for all generally applicable courses. Such courses include Company Orientation, Ship Familiarization, New Supervisor/Manager Training, and Hospitality and Service.
- Conducts training sessions using a variety of training methods and styles so to maximize training effectiveness.
- Coordinates a group of departmental trainers to ensure completion of job specific Position Based Training (PBT).
- Conducts training using a variety of media (i.e.: computer, projector, actual models/objects, etc.) and programs in order to ensure optimum effect and retention.
- Utilizes Adult Learning Theory to ensure retention and transfer of learning.
- Creates a positive learning environment in and outside of the Learning Center.
- Learns and conducts training from a facilitator manual and utilizes prepared resources; understands the importance of following facilitator manual to ensure consistent training from class to class and vessel to vessel.
- Develops specialized coursework with the approval and direction of shore side Training and Development.
- Provides constructive feedback to improve performance.
- Provides follow-up information to assist coaching and support for management.
- Troubleshoots technical issues or seek technical support in order to deliver training.
- Maintains accurate training records in the company system of records, MAPS.
- Ensures people attend classes as required without repetition.
- Coordinates use of Learning Center and onboard training rooms.
- Sets optimum schedule for learners while guaranteeing limited impact on ship operations and the needs of the business.
- Resolves schedule conflicts by negotiating with management, learner and training services.
- Oversees the computer-based training library and is responsible for tracking the use and possession of those materials.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
- Must be familiar with the Safety and Environmental Protection Policy and the SMS, and carry out the policies and procedures appropriate for his/her position.



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QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Two years of training and/or teaching experience in a business setting is required.
- Must have advanced verbal and written skills in standard American English.
- Intermediate to advanced knowledge in MS Office suite; especially Outlook, Word, Excel and PowerPoint.

EDUCATION

- Bachelor's degree (US system) or equivalent in adult teaching/training/development or a related field is required.
- Teaching certificate or trainer certification from a reputable institution and/or ESL Certification is preferred.

ATTRIBUTES

- Must be able to lead by example
- High ethical standards
- Flexibility and adaptability to change
- Able to excel in a multi-cultural environment
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

PHYSICAL REQUIREMENTS

NCL America :

The U.S. Coast Guard (USCG) requires all crew members employed with NCL America aboard the Pride of America to hold a Merchant Mariner Credential (MMC). In order to qualify for a MMC, applicants must demonstrate specific physical abilities necessary to perform shipboard duties per USCG guidelines (COMPDPUB 16700.4 NVIC 04-8). Shall have a Body Mass Index (BMI) of 40.0 or less. Blood Pressure as per USCG a maximum 160/100.

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NCLH International Flag:

In addition to the above, NCLH requires the following for all crew members for all international flagged ships:

Shall have a Body Mass Index (BMI) of 35.0 or less. Blood Pressure as per USCG a maximum 140/90.

The verifying medical practitioner doubts the applicant's ability to successfully perform any of the following functions, a suitable practical demonstration is required for those functions. The verifying medical practitioner, in consultation with any other qualified practitioners he/she deems appropriate, determines whether a practical demonstration is necessary, and whether the applicant is physically competent or not physically competent.

General Movement:

- Is able to maintain a sense of balance without disturbance while walking and standing.
- Is able to climb up and down vertical ladders and stairways.
- Is able to step over a door sill or coming up to 24 inches in height.
- Is able to move through a restricted opening of 24 inches by 24 inches.
- Is able to open and close watertight doors that weigh up to 55 pounds. Must be able to move hands/arms in vertical and horizontal directions, rotate wrists and reach above shoulder height to turn handles.
- Is able to repeatedly lift at least a 55 pound load off the ground, and to carry, push or pull the same load over a long distance (minimum of 150 feet) and up/down multiple staircases over a four hour period.
- Is able to pull an un-charged 1.5 inch diameter, 50' fire hose with nozzle to full extension, and to lift a charged 1.5 inch diameter fire hose to firefighting position.
- Is physically able to put on a Personal Flotation Device (PFD) without assistance from another individual.
- Is capable of normal conversation in English.
- Is able to intermittently stand on feet for up to four hours with minimal rest periods.
- Must have no physical limitations that would hinder or prevent the performance of duties.
- Must have no limitation of motion.

Senses:

- Is able to react to visual alarms and instructions.
- Is able to react to audible alarms and instructions.
- Vision: Ability to adjust focus, depth perception, peripheral vision. Distance vision and close vision must be in accordance to ILO: Vision required for ship's navigation (e.g. chart and nautical publication reference, use of bridge instrumentation and equipment, and identification of aids to navigation) Normal Vision required to perform all necessary functions in darkness without compromise Color perception must be intact for Deck/Engine Watch standing officers. Vision required reading instruments in close proximity, to operate equipment, and to identify systems/components as Necessary. Normal Vision required performing all necessary functions in darkness without compromise.

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Upper Body:

- Is able to move their shoulders, elbows & wrists (without disease, injury): bending, extending, move their arms away from the midline of the body, rotating.
- Is able to grasp and manipulate common tools such as wrenches, hammers, screwdrivers and pliers.
- Is able to crouch, kneel and crawl.
- Is able to distinguish differences in texture and temperature by feel.
- Is able to elevate their shoulder joint forward and move his arms away from the midline of the body
- Is able to flex their elbow joint and extend his arm completely.
- Is able to move their wrist completely and able to sustain weights of 55 pounds.
- Is able to move their hand up and down 45 degrees / completely.
- Is able to clench fist, pick up a pin, grasp an object or touch tips of at least 3 fingers with thumb.
- Has distal phalanx of either thumb, distal and middle phalanx of an index, middle, or ring finger of either hand, irrespective of the absence or loss of little finger.
- Do not have Scars and deformities of the fingers or hand that are symptomatic or that impair normal function to such a degree as to interfere with the satisfactory performance of sea duty
- Must not have intrinsic paralysis or weakness, including nerve palsy sufficient to produce physical findings in the hand such as muscle atrophy or weakness.

Lower Body:

- Is able to move their hips, knees & ankles (without disease, injury): bending, extending, move their legs away from the midline of the body, rotating.
- Must not have Planter fasciitis.
- Must not have loose or foreign bodies within the knee joint.
- Must not have physical findings of an unstable or internally deranged joint.
- Must not have history of uncorrected anterior or posterior cruciate ligament injury.
- Must not have surgical correction of any knee ligaments if symptomatic or unstable.
- Must not have history of congenital dislocation of the hip, osteochondritis of the hip (Legg-Perthes disease), or slipped femoral epiphysis of the hip.
- Must not have hip dislocation within 2 years before joining the ship.

Work Environment & Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to meet the above physical and health requirements. While performing the duties of this job the employee is regularly required to meet the above physical and health requirements.

- **This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.**