Job Description

Date: 11/26/2013

<table>
<thead>
<tr>
<th>Title:</th>
<th>Corporate Trainer</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Corporate Training</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Corporate Training &amp; Development Officer</td>
</tr>
<tr>
<td>Status:</td>
<td>Exempt</td>
</tr>
</tbody>
</table>

I. Job Purpose/Objective
Under the direction of the Corporate Training and Development Officer, the Corporate Trainer is responsible for training all employees of Roberts Hawaii, Inc. and subsidiaries, on all island locations. The incumbent will be responsible for the design, delivery and continuous improvement of training programs; conduct needs assessments, execute training, develop reinforcements and evaluate outcomes.

II. Essential Job Functions
Incumbent may perform any or all of the following:
- Create and maintain a positive and professional learning environment
- Must be a leader that sets the standard and expectations through example in his/her conduct, work ethic, integrity and character
- Able to deliver, project and motivate trainees through effective training methodologies both in group and individual classroom dynamics
- Manage the design, delivery and continuous improvement of training programs as well as ongoing learning opportunities across the organization, in support of the organization’s needs.
- Utilize a variety of the training methodologies, techniques, concepts, learning tools, and practices to ensure maximum effectiveness of training programs
- Conduct specific training needs assessments to support the design, development and delivery of corporate training programs and strategies
- Monitor and measure effectiveness of all training programs
- Partner with individual departments to outline deliverables, expectations and risks, to include specific training needs for staff
- Proactively work with the Management team to identify and resolve issues
- Create high quality deliverables within project budget and policy deadlines
- Actively participate in progressive disciplinary process for employees not able to meet or maintain standards of excellence
- Manage training budget effectively, if applicable
- Performs other related duties as assigned or requested

III. Working Conditions/Job Environment
- Able to work a flexible schedule including weekends, holidays and evenings to accommodate training, monitoring and supervisor coverage
- Air conditioned office
- Desk and chair
- General office equipment and supplies
- Exposure to potential eye strain and muscle strain due to constant use of computer.
- Must be able to sit for extended periods of time.
- Must be able to travel inter-island as needed
IV. Physical Demands

- Light work- exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move around computers, projectors, training supplies and materials.
- Occasionally climbing stairs but it will not exceed the normal
- Balancing for equilibrium
- Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- Fingerling: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing: Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication, and make fine discriminations in sound.
- Repetitive Motions: Substantial movements (motions) of the wrists, hands, and/or fingers.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; expansive reading; visual inspection involving small defects, small parts and/or operation of machines (including inspection); using measurement devices; and/or assembly of fabrication of parts at distances close to the eyes.
- The worker is subject to both environmental conditions: Activities occur inside and outside.

V. Supervision

<table>
<thead>
<tr>
<th>Does this position supervise other employees?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If no, does this position make work assignments and/or check the work of others but without the supervisory responsibilities?</td>
<td>Yes</td>
</tr>
<tr>
<td>If yes, what positions:</td>
<td>Frontline employee work force</td>
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<tr>
<td>If yes, what are the supervisory responsibilities?</td>
<td>Train, assess, measure, motivate all company employees</td>
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</table>
VI. Essential Skills (Minimum qualifications individual must possess when entering position) – i.e. skillsets, education, certifications, etc.

- Training experience – proficient in training methodologies, curriculum development and soft skills (communication skills, critical thinking, time management, team building, etc.)
- Minimum 3 years' experience as a trainer; and experience in the hospitality industry, or travel industry, or as a customer service specialist; preferably in a supervisory or management position
- Bachelor’s degree in Education, Travel Industry Management or equivalent experience
- Must have a “big” picture focus in both departmental and company strategy
- Demonstrated ability to successfully develop and deliver training programs utilizing skills in instructional design, program design & development, and training methodologies
- High energy, enthusiastic, motivational training style
- Excellent creative and conceptual thinking abilities
- Strong communication skills, both verbal and written.
- Computer literate with in-depth knowledge of MS office and web based systems; visual aids technology
- Strong history of executing the vision of senior management
- Strong organizational, planning, project management, problem resolution, communication, presentation, facilitation, and influencing skills required
- Strong people management and leadership skills
- Superior organizational skills, attention to detail/level of quality, communication (written and verbal), and guest service skills.

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Name</td>
<td>Manager Signature</td>
<td>Date</td>
</tr>
<tr>
<td>Human Resources Name</td>
<td>Human Resources Signature</td>
<td>Date</td>
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</table>

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.