



Position: English Language Trainer (Foreign Trainer)
Line of Business: Disney English
Reports to: Language Learning Director (LLD)
Date of update: December, 2014

Disney English Mission

Our mission is to transform children's learning by combining immersive content, innovative technology, and engaging teaching methods that inspire children to confidently communicate with the world in their own voice.

Job Purpose

Disney English Foreign Trainers instruct children ages 2-12 at our Language Learning Centers throughout China. Trainers will use an innovative and immersive Disney program, leveraging Disney's beloved characters, stories, songs, animation and other materials, to provide a highly engaging and effective premium learning experience.

- Be part of a guest-focused team anchored around the 4 standards of Disney quality: Safety, Courtesy, Show and Efficiency.
- Contribute to a positive, collaborative and service-focused work environment.
- Comply with academic standards and successfully delivery Disney English Content to ensure learning results in line with company targets.

Direct Line Reports: N/A

Key Responsibilities:

Academic Delivery & Business Responsibilities

- Maintain high quality of academic delivery in his/her own classes ensuring consistently high standards
- Continuously assess and find ways to improve the performance of learners as they advance through his/her lessons.
- Through the delivery of guest service excellence and measurable academic results, and support of the sales process, ensure that Center performance goals are met through new learner enrollment and existing learner renewals
- Understand the center business objectives
- Become proficient in delivering the Disney English interactive content and comprehensive classroom delivery of Disney English curriculum
- Leverage existing content and prepare lesson plans consistent with Disney English Language Learning, with the ability to use developmentally appropriate teaching practices to enhance each lesson
- Use a variety of multimedia including Interactive White Board and interactive content/educational software, audio recording systems, and manipulate various computer systems
- Work with local learning partners to ensure classes are run efficiently and start and end as scheduled



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- Prepare, prior to the start of each class, and be able to effectively use lessons, realia, print materials, technology and supplemental materials
 - Prepare and lead Clubhouse Activities before classes with educational value
 - Deliver a variety of English Language Learning events as scheduled by the LLD, including but not limited to Demos, Referral Events, Center Events, Make Up Classes, Parent Seminars and New Parent Orientation Meetings
 - Deliver both formal and informal assessments and progress reports throughout the program and keep close oversight on all learner records
 - Substitute when needed for absent trainers.
 - Accurately place learners in the Disney English program by delivering Placement Assessments.

Safety and Security

- Participate in regular safety and security training and drills, understand and execute the center's Emergency Response Plans
- Report any safety or security-related incidences in an accurate and timely manner through the appropriate channels.
- Provide a safe, healthy and happy learning environment for all guests in the Language Learning Center and classrooms.

Service and Operational Standards

- Together with all center cast members, create an engaging, service-focused environment where the needs of the learners come first
- Adhere to Disney English operational standards, system compliance, and DE teaching methods
- Follow the Master Schedule for working hours and teaching hours
- Attend weekly meetings with the LLD to communicate all pertinent student and classroom management issues.
- Participate in Marketing and out-of-center events as needed
- Interact with both parents and young language learners in a way that makes language learning fun, engaging and educational
- With local Learning Partners, establish and maintain Parent Care communication regarding learner's progress by means of the Trainer/Parent Portal and ongoing communication during performances, phone calls and Parent-Trainer Conferences and Unit Report Cards
- Responsible, with the Learning Partner, to regularly update parent/trainer connection website with information on learner's weekly attendance, progress, assessment results, photos and audio recordings
- Work with the LLD and Center Manager (CM) in the Center to maintain renewal/learner retention rates
- Work closely with the Sales and Operations Teams on a daily basis to ensure smooth center operation
- Regularly attend and participate in academic staff meetings and take part in professional development sessions.
- Provide coverage for classes in times of trainer sickness or absence

Main KPIs (including but not limited to)



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- Learner Renewal Rate
 - Average Learner Assessment Score

Job Qualifications:

- Bachelors degree from an accredited institution
- Candidates must have at least 1.5 to 2 year post-bachelor teaching experience, of which 12 months must be consecutive
- English language fluency including but not limited to: proper grammar, sentence structure, word tense, subject-verb agreement, and proper use of adjectives and adverbs
- Demonstration of a neutral accent, clear pronunciation, good intonation and English language rhythm
- Internationally recognized English language teaching certification
- Creativity and excitement to bring a unique personality to the Disney English classroom including talents in music, art, and performing arts.
- Able to commit to a 12-15 month contract in China.
- Able to stand for extended periods of time, squat and bend. Frequent lifting of 0.4 to 1.9 K.G. or 1 -5 pounds and occasional lifting of up to 15-19 K.G. or 40 - 50 pounds is required.

Preferred:

- Internationally recognized English language teaching certification

Core Skills:

- Relates to and engages young learners in an English Language environment
- Able to thrive in a fast paced, demanding environment, flexible to change and able to manage multiple priorities
- Committed to delivering high quality customer service
- Works well independently and in a team
- Builds strong relationships internally and externally
- Has high personal integrity and credibility
- Professionalism in oral and written communications
- Resourceful, with creative problem solving skills

Functional Skills:

- Able to work in a diverse team of both foreign and local cast members
- Strong understanding of service and experience
- Proficient in Microsoft Word, Excel, Powerpoint and other software systems, including Notebook