



## POSITION DESCRIPTION

<b>TITLE:</b>	Director of Training and Development	<b>CATEGORY:</b>	Full-Time
<b>FLSA:</b>	Exempt	<b>LOCATION:</b>	Battlefield
<b>SEGMENT:</b>	Administration	<b>REPORTS TO:</b>	SEVP, Chief Human Resources Officer
<b>SHIFT:</b>	Monday-Friday: 8:00 a.m.-5:00 p.m.	<b>DATE:</b>	August 22, 2024

### SUMMARY

The Director of Training and Development is responsible for developing and implementing training programs, policies, and procedures that support the strategic objectives of the bank. This role requires a visionary leader who can design, manage, and evaluate comprehensive training and development initiatives for all levels of bank staff in all departments, ensuring they have the skills and knowledge necessary to perform their roles effectively and support the bank's growth.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

### ESSENTIAL DUTIES

#### Training Program Development

- Design, develop, and deliver training programs that address the skill gaps and professional development needs of employees across the bank.
- Oversee the creation of training materials, including written materials, digital materials, and interactive workshops.
- Ensure training programs are accurately aligned with regulatory requirements and industry standards.

#### Training Implementation

- Oversee the scheduling and delivery of training programs, ensuring the efficient use of resources.
- Coordinate with department heads to identify specific training needs and tailor programs accordingly.
- Utilize a variety of training methods, including in-person, virtual, and hybrid formats.

#### Performance Evaluation

- Evaluate the effectiveness of training and development programs through data analysis, feedback, and performance metrics, making necessary adjustments to improve outcomes.
- Collect feedback from employees and use data to improve future training initiatives.
- Report on training outcomes to senior management and make recommendations for continuous improvement.

#### Team Leadership

- Lead and manage a team of training professionals, providing guidance, support, and professional development opportunities.
- Foster a collaborative and innovative team environment.

#### Budget Management

- Develop and manage the training department budget, ensuring cost-effective use of resources.
- Seek out and manage vendor relationships for external training programs and resources.

### Compliance and Risk Management

- Ensure all training and development programs comply with regulatory requirements and industry best practices.
- Stay updated on changes in regulations and industry trends to adjust training and development programs accordingly.
  
- Treats people with respect, keeps commitments, Inspires the trust of others, works ethically and with integrity, upholds organizational values, and accepts responsibility for own actions.
  
- Demonstrates knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes working environment free of harassment of any type, and builds a diverse workforce and supports affirmative action.
  
- Follows policies and procedures, completes administrative tasks correctly and on time, supports the Bank's goals and values, and benefits the Bank through outside activities.
  
- Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

## **SECONDARY DUTIES**

The position of Director of Training and Development performs duties specific to the position and other functions as assigned.

## **SUPERVISOR RESPONSIBILITY**

The position of Director of Training and Development is responsible for the supervision of employee(s).

## **ENVIRONMENT AND PHYSICAL ACTIVITY**

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 10-20 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, beeper, copy and fax machines, adding machine (calculator), check protector, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, personal computer and related printers.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **MENTAL DEMANDS**

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

## MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED), Bachelor's degree in Communications, Human Resources, Education, OR Business Administration, and **7+** years of related experience and/or training, or the equivalent combination of education and experience. Work related experience should consist of a training background. Educational experience, through in-house training sessions, formal school, or financial industry related curriculum, should be business or financial industry related.
- Advanced experience, knowledge and training in branch operation activities, terminology, and products and services.
- Advanced knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Advanced knowledge of training software and e-learning platforms.
- Ability to design and implement effective training and development programs.
- Strong analytical skills with the ability to measure and report on the effectiveness of training and development.
- Intermediate typing skills in computer terminal and personal computer operation, mainframe computer system, word processing and spreadsheet software.
- Intermediate typing skills to meet production needs of the position.
- Intermediate knowledge of human resources and labor laws and policies.
- Intermediate math skills: calculate interest and balance accounts, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, locate routine mathematical errors, count currency, coin and negotiable instruments in a timely manner.
- Exceptional verbal, written, and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to deal with routine problems involving multiple facets and variables in standardized situations.
- Good organizational and time management skills.
- Ability to work with no supervision while performing duties.
- Positively promotes a culture of serving others, responding promptly to fellow employees, and leads by example.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

**Management reserves the right to change this position description at any time according to business needs.**

