



POSITION DESCRIPTION

TITLE:	Training and Development Specialist	CATEGORY:	Full-Time
FLSA:	Exempt	LOCATION:	Battlefield
SEGMENT:	Training	REPORTS TO:	Director of Training & Development
SHIFT:	Monday-Friday: 8:00 a.m.-5:00 p.m.	DATE:	May 1, 2025

SUMMARY

The position of the Training and Development Specialist is essential in cultivating a culture of ongoing learning and professional development across all departments within the Bank. This role will be responsible for designing and implementing tailored training programs that enhance employee skills, promote best practices, and ensure compliance with regulatory standards.

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

ESSENTIAL DUTIES

- Design and facilitate engaging and effective training programs that address identified needs, ensuring alignment with the bank's strategic goals and compliance mandates.
- Develop comprehensive training materials, including facilitator guides, participant guides, supplemental quick reference resources and multimedia presentations, tailored to specific departmental and organizational needs.
- Observe and analyze daily departmental operations to identify specific training requirements and opportunities for improvement.
- Conduct and facilitate both individual and group training sessions and workshops, ensuring an interactive and inclusive learning experience for all participants.
- Implement evaluation tools to measure the effectiveness of training programs and collect feedback for continuous improvement.
- Visit team members on site to support their training and development needs as needed.
- Collaborate with other departments to assess employee performance and identify training needs to improve individual and team performance.
- Prepare reports on training effectiveness and areas for improvement, as directed.
- Recommend and help implement best practices for employee development.

- 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 Training and Development Specialist performs duties specific to the position and other functions as assigned.

SUPERVISOR RESPONSIBILITY

The position of Training and Development Specialist is not responsible for the supervision of any 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 of the job.

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.

- Bachelor's degree in Human Resources, Education, Business Administration, or a related field is preferred, and **2+** years of experience in training and development, preferably within the banking or financial services industry.
- Knowledge of adult learning principles and instructional design.
- Excellent communication, presentation, and interpersonal skills.
- Ability to build relationships and collaborate with cross-functional teams.
- Strong organizational skills with the ability to manage multiple tasks and deadlines.
- Proficient in the Microsoft Office Suite, especially Outlook and Teams.
- Ability to simplify complex procedures and present them in clear, easy-to-understand steps.
- Ability to work both independently and collaboratively in a team environment.
- Thorough with exceptional attention to detail.
- Experience, knowledge and training in branch operation activities, terminology, and products and services.
- Knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Basic typing skills to meet production needs of the position.
- Basic 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.
- Effective 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.
- Ability to work with general supervision while performing duties.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned

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

