



## JOB OPPORTUNITY

Position: Training Specialist

Department: Human Resources

Reports to: Human Resources Manager

Pay Basis / Classification: Hourly / Nonexempt

Role: To improve overall employee effectiveness and performance through the application of individual and group training techniques and programs consistent with the Credit Union's organizational priorities and strategic plans, with a heavy emphasis on a sales and service training and education.

### Essential Functions and Responsibilities

- Conduct specialized training for Member Services employees including developing a curriculum of classes and testing mechanisms.
- Create career paths by mapping out classes required for each position.
- Conduct training in Core Operational Systems as well as Sales and Service; shadow employees on the floor
- Evaluate and assist in designing training manuals and related materials, training classes, and training procedures.
- Formulate training outline and determine instructional methods, utilizing individual training, group instructions, demonstrations, and workshops; selects or develops training aids such as handbooks, visual aids, and tutorials.
- Track the progress of learners through routine tests, observation, and feedback; evaluate the effectiveness of the current training.
- Complete required reports and documents.
- Attend meetings as required.
- Perform other duties and tasks, as assigned.

## Knowledge and Skills

- Associate's Degree or equivalent specialized course of study at a business or trade school.
- Two+ years of similar or related experience.
- Outstanding interpersonal skills that motivate and influence others.
- Excellent communication skills - both written and oral.
- Above average computer skills to include Microsoft Office, learning management systems, and curriculum design programs.
- Present a very professional appearance and attitude