

**Position Title:** Director of Training & Development

**Date Posted:** 07-22-2022

**Branch Location:** 3767 Sparks Drive SE, Grand Rapids, MI 49546

**Reports To:** VP of Human Resources

## **JOB SUMMARY**

This position is responsible to develop, plan and implement the credit union's training programs. Ensure that ongoing development of all employees reflects strategic priorities and quality service to members.

## **PREFERRED EDUCATION & EXPERIENCE**

- Bachelor's Degree in HR, business management or related field
- A minimum of 1 year experience in training or development of training material
- Excellent facilitation skills including comfort level of presenting in front of people virtually and in-person

## **RESPONSIBILITIES**

- Assist the VP of Human Resource with onboarding and training all new hires.
- Administer the credit union's training programs by creating and coordinating presentations.
- Conduct seminars and workshops in new products, policies, and procedures for all employees.
- Prepare or coordinate development of procedural manuals used in conjunction with training needs.
- Confers with managers, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.
- Selects or develops teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works.
- Develop programs using techniques such as classroom learning, demonstrations, one-on-one coaching or online learning.
- Design effective training programs.
- Keep attendance and other records.
- Manage training budgets.
- Conduct evaluations to identify areas of improvement.
- Monitor employee performance and response to training.
- Assist in planning and coordinating external community training sessions.

## **SKILLS & ABILITIES**

- Knowledge in all aspects of credit union operation with knowledge in CU\*Base GOLD.
- Excellent communication, presentation and public speaking skills.
- Excellent computer and technology skills.
- Ability to travel to other branch locations.
- Ability to work as a team or individually.
- Excellent organizational and time management skills.

## **BENEFITS** *(waiting period may apply)*

401(k) matching • Medical Insurance • Dental Insurance • Vision Insurance • Life Insurance • Disability Insurance • Health Savings Account • Paid Time Off

## **WORK REMOTELY**

- No

## **HOURS**

- 40 hour work week