

Training Specialist II – Job Description Summary

Responsible for assisting in planning, developing, and implementing training activities throughout the organization, specializing in training programs for all personnel, including customer service, compliance, and lending. Identifies training needs and designs support materials including audio-visual aids, computer presentations, manuals, workbooks, and scripts. Presents training sessions in a classroom setting and on-site at branch locations to ensure that customer service, compliance and lending service functions are completed in accordance with standards and regulations. Evaluates and recommends updates to operations policies and procedures and clarifies and conveys new information to effected personnel as needed. Evaluates the effectiveness of training programs and employee performance to ensure that they are appropriate and effective.

Maintains training manuals and library resources. Assists in the preparation of the Training and Development budget. Provides support in the planning and implementation of large events and meetings. Assists in customer and volunteer education and miscellaneous assignments as needed.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Supervisory responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment