

## Horizon Credit Union — Job Description

**Job Title:** Training Specialist

### **SUMMARY:**

Participates in designing, enhancing and conducting new and existing credit union training programs. Ensure that ongoing employee training reflects organizational needs and initiatives, and quality service to members. Leads training sessions in a professional, engaging manner, exemplifying Core Values. May assist the Relationship Management department in school and business outreach efforts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Administers credit union training by personally creating and/or coordinating presentations and presenting programs. Assists the Training Department in utilizing appropriate technologies to create and develop training curriculum to support identified needs.
- Develop online teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works.
- May facilitate and/or support facilitation of meetings via distance learning.
- Maintains records and tracks results of trainees in conjunction with training events and/or programs. Gather feedback on facilitated courses.
- Conducts training and workshops on systems, products and services, service selling, compliance, and policies and procedures, both in-class and remotely.
- Conduct training classes for new hires.
- Prepare or coordinate development of procedural manuals used in conjunction with training needs.
- Serve as an assisting liaison and contact for the credit union's existing SEGs/PEPs and maintain all facets of the relationship. In conjunction with the Relationship Management department, make formal presentations to introduce the credit union to SEG/PEP employees; provide follow-up, answer questions and provide a resource that encourages participation.

**SUPERVISORY RESPONSIBILITIES:**

No requirement.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Associates degree or equivalent from a two-year college, or one year certificate from training college or technical school plus minimum two years' related experience and/or training; or equivalent combination of education and experience. Related work experience may substitute for education.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of employees of organization.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must pass applicable requirements within first six months of employment.

**OTHER SKILLS and ABILITIES:**

- Ability to operate office equipment used in word processing, dictation and transcribing, as well as laser printers, photocopiers and fax machines.
- Fully capable of operating training equipment such as DVD, VCR, Television, overhead projector, camcorder, and video projection apparatus.
- Knowledgeable in office software (e.g., Word, Excel, PowerPoint, Captivate, etc.) and software programs used in training.
- Fully knowledgeable in credit union terminology and acronyms commonly utilized in the day-to-day communication of staff, policymakers and others involved in the credit union system.

**PHYSICAL DEMANDS:**

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.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, stoop, walk, crawl, and talk or hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.