

First Financial Federal Credit Union

Job Opportunity

Job Title: Training and Development Coordinator

Summary: The Training and Development Coordinator is responsible for planning and coordinating training and staff development programs for the credit union. This position may work with various levels of management to determine training needs for the organization.

Responsibilities:

- Conducts new employee training, including member service skills, product knowledge, computer systems, compliance and expected ethics, etc.
- Develops training manuals, handouts and other course materials.
- Conducts ongoing training and coaching in sales, sales strategies, as well as other training that focuses on selling and referral skills.
- Complies with and follows Bank Secrecy Act regulations and ensures staff does the same.
- Makes recommendations on training policies, programs, and schedules - based on knowledge of identified training needs.
- Assists in the selection of appropriate instructional procedures or methods such as individual training, group instruction, self-study, lectures, demonstrations, simulation exercises, role play and computer-based training.
- Develops training programs to fulfill workers' specific needs to maintain or improve job skills.
- Creates new procedures for branch operations as needed.
- May research and recommend outside consultants and trainers to conduct training in specific topics.
- Surveys managers and employees for specific training needs.
- Maintains and operates all audio-visual equipment.
- May attend internal and external meetings, seminars and other gatherings to expand professional expertise and maintain contacts that support job function.
- Fosters a positive image of First Financial Federal Credit Union via professional representation in all contacts.
- Provides training, seminar and school information to all employees and maintains records of attendance for each employee.
- Evaluates program effectiveness through assessments, surveys and feedback.
- Travels to branches for training and other branch needs.
- Participates in community involvement events.
- Performs other related duties and responsibilities as requested.

Qualifications:

- High School Diploma/GED, some college preferred, plus 2 to 5 years' related experience.
- Credit union experience preferred.
- 2 plus years' experience in business; financial institution experience is helpful.
- Consumer lending and credit union operational knowledge (will train).
- Staff training and recognition program experience.
- Demonstrates ability to design and implement staff training programs.
- Excellent communication skills, including written, verbal and public speaking.
- Proficient in MS Word, Excel and PowerPoint.
- A high degree of poise, tact, confidentiality and interpersonal skills to represent the credit union positively.
- Ability to motivate others.
- Ability to organize and prioritize.
- Speaks clearly with poise, confidence, using correct English and a well-modulated voice.
- Requires confidentiality regarding credit union matters.
- Requires sensitivity to privacy issues.
- Requires a drivers license and use of personal vehicle as needed.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled