

First Financial Federal Credit Union

Job Opportunity

Job Title: Training and Support Manager

Summary: The Training and Support Manager is responsible for organizing, creating, updating and conducting credit union training programs for all staff to enhance their skills, performance, productivity and quality of work. This position will also update procedures as needed and support 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. Schedules training and contacts attendees and managers regarding training schedules.
- Complies with and follows Bank Secrecy Act Regulations and ensures staff does the same.
- Creates training activities that result in interactive participation from staff. Continues ongoing training and coaching as needed for all staff.
- 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. Stays abreast of new trends and tools for training and support.
- Develops training programs to fulfill employees' specific needs to maintain or improve performance, productivity and quality of work.
- Ensures all training materials, including procedures, job aids, manuals, eLearning courses and training resources, are current and up to date and the updated materials are available on the credit union intranet.
- Manages and organizes the procedures section of the credit union intranet.
- May research and recommend outside consultants and trainers to conduct training on 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 function.
- Assists in credit union projects and core system releases and updates testing.
- Fosters a positive image of First Financial Federal Credit Union via professional representation in all contacts.
- Evaluates program effectiveness through assessments, surveys and feedback.
- Travels to branches for training and other branch needs.
- Performs other related duties and responsibilities as requested.

This job description is not limited to the above-mentioned job duties and may be changed at any time according to business needs.

QUALIFICATIONS, SKILLS AND ABILITIES:

- High School Diploma or General Education Degree (GED) plus 3 to 5 years' related experience.
- 3 plus years of credit union operational experience including branch and back-office experiences; financial institution experiences helpful.
- Consumer lending and credit union operational knowledge.
- Staff training and management experience.
- Ability to design and implement staff training programs and procedures.
- Thorough knowledge of credit union's products and services.
- Excellent communication skills, including written, verbal and public speaking.
- Computer literate, proficient knowledge of Microsoft Office tools: Word, Excel, Power Point, etc.
- Excellent organization and time management skills and proven presentation and facilitation skills.
- Demonstrates the ability to work independently and collaboratively, handle multiple priorities, problem solve, exercise good judgement and employ initiative.
- Maintains a professional image of the credit union in dealing with members and team members.
- The ability to demonstrate patience, diplomacy, tact and professionalism and maintain confidentiality regarding issues of a sensitive nature and privacy issues.
- Requires confidentiality regarding credit union matters.
- Requires driver's license and occasional use of personal automobile.

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