ASIFCU

JOB DESCRIPTION

JOB TITLE: Training Manager
DIV/BRANCH/DEPT: Human Resources

REPORTS TO: Dual reporting to VP of Human Resources and VP of Operations

JOB CODE: FSLA STATUS: Exempt Employee Type: FT

PREPARED BY Leslie Montgomery APPROVED BY:
DATE PREPARED: 11-9-2015 DATE APPROVED:

SCOPE:

This position is responsible for the effective development, coordination and presentation of training and development programs for all employees. The training manager assesses credit union-wide developmental needs to drive training initiatives and identifies and arranges suitable training solutions for employees of ASI and ASII. This position actively searches, creatively designs and implements effective methods to educate, enhance performance and recognize performance.

As a dedicated member of the ASIFCU and ASII team, every employee is responsible for creating a culture of extraordinary service that enhances the member experience. The expectation is that every member, internal and external, receives a level of service that is timely and is geared toward their personal needs.

Is perceived as a positive role model. Leads by example, embodies Total Quality Management (TQM), takes initiative, and is open and receptive to change.

Abides by ASI FCU’s commitment to a Total Service Culture. Works toward meeting goals and service commitments.

Conducts daily business interactions and maintains constant alignment with ASI mission, culture and core values. Encourages others to act with mission, culture and core values in mind at all times. Initiative and judgment are required in the absence of specific direction from management. Ensures value through decision making that supports credit union goals and interests.

PRIMARY FUNCTIONS:

Design and deliver training, manage the learning function, measure and evaluate the results of training, and manage organizational knowledge.

KEY AREAS OF RESPONSIBILITY:

• Plan, organize, coordinate, develop, and implement effective training programs to promote learning and development throughout the credit union.

• Develop trainer development programs and coach others involved in training efforts, providing effective growth and development opportunities.

• Demonstrate superior personal learning abilities through the mastering of credit union products, services and processes.

• Identify the skills, knowledge and the attitude gaps of a targeted group then create, select, and suggest learning experiences that close those gaps.

• Confer with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.

• Directly supervises 1 trainer which gives overall responsibility for branch operations training such as New Teller, Advanced Teller, and Member Service Representative training. Assists in the development of less experienced training staff.

• Assists with the on-boarding of new employees with regard to training and skills analysis.
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- Coordinates with management and employees to create career development and career path planning.
- Formulate teaching outline and determine instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
- Select or develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works.
- Conducts training sessions covering specified areas with an emphasis on the lending and operations areas of the credit union. This will include presentations using a variety of media; such as on-the-job training, refresher training, e-learning, lecture, classroom, etc.
- Coordinate training schedule with the hiring and training demands of ASI-ASII.
- Test trainees to measure progress and to evaluate effectiveness of training.
- Report progress of employees under guidance during training periods.
- Monitor methods used by employees and make on the spot corrections.
- Assist employees with problems concerning “how to” perform specific tasks related to their position.
- Conducts instructional program training and evaluates training review criteria.
- Conducts follow-up studies of all completed training to evaluate and measure results.
- Remains current on developments in training and instructional methodologies including technology enhancements and attends periodic seminars, forums and meetings to ensure currency of education.
- Conducts needs assessments/instructional analysis to ensure conformity with mission training objectives and develops training plans as needed.
- Prepare grant applications as needed to apply for training funding programs.
- Conducts performance based measurement assessments for objective evaluation of instructional programs.
- Prepares training status reports, exhibits, memoranda and training desk procedures as required.
- Assists the executive management team and other directors with the development of an internal education program for continuing education needs and requirements.
- Formulates and recommends programs, goals and objectives for education programs.
- Acts as a liaison to other departments regarding continuing education requirements.
- Keeps promises and commitments, earns and maintains trust of others by acting consistently with words and actions. Is seen as direct and truthful by providing straight, honest feedback. Keeps confidence, and is dedicated to the highest standards of integrity, honesty and trust.
- Holds self and others accountable for professional and ethical behavior as defined by ASI Federal Credit Union’s mission, culture, and values. Continually works to expand knowledge of what goes on in other parts of the credit union.
- Communicates with clarity and direction, and provides frequent exchange of direct, consistent, constructive feedback. Resolves conflict, recommends solutions and monitors their progress. Maintains positive relationships, shares credit for accomplishments, celebrates success of others, and takes responsibility for mistakes.
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- Adopts the culture of ASI which is built around our vision to eliminate poverty in the communities we service through our ability to ensure the innovative products and services that we can match to our members’ needs to ensure their road to financial health and stability.
- Abides by ASI FCU’s commitment to a Sales and Service Culture. Works toward meeting sales goals and service commitments.
- Agrees to stay informed on ASI’s products and services in order to provide the right product to the right member at the right time for the right reason.
- Performs such tasks as may be assigned by his/her supervisor, which is commensurate with the position.

BASIC REQUIREMENTS:
- Bachelor’s degree in education or closely related field; or a combination of post-secondary education and 5+ years of experience in curriculum training and development in a Credit Union or other financial type of organization.
- Five years progressive professional responsibility for management and administration of education programs, including curriculum development and demonstrated advanced knowledge of the continuing education essential and standards.
- Familiarity with Credit Union or bank operating systems, lending, and operations processes and products.
- Must have the ability to collaborate with other internal departments.
- Experience in Instructional Design.
- Effective time management skills.
- Must be able to present information and teach to diverse levels of professionals.

PREFERRED REQUIREMENTS:
- CPLP Certification and/or PMP/or TQM Certification strongly preferred.
- Experience training in a Total Quality environment.
- Experience in training sub-prime lending.

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, use hands to finger, handle or feel, reach with hands and arms, view customer information, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 5 pounds and frequently lift and/or move up to 25 pounds. Must have valid driver’s license, satisfactory driving record, and insurance. This position will consist of 20% local and occasional out-of-area travel.

DISCLAIMERS AND WORK ENVIRONMENT
Nothing in this position description is an implied contract for employment. The position description is intended to be an accurate account of the essential functions. The functions are not all encompassing and are subject to change at any time by management.

The work environment characteristics described are representative of those that 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.