

LEARNING & DEVELOPMENT SPECIALIST

REPORTS TO: Director of Human Resources
LAST REVISED: February 2023
APPLICATION LINK: [Learning & Development Specialist \(paycomonline.net\)](https://www.stillmanbank.com/about/careers/) OR
<https://www.stillmanbank.com/about/careers/>

POSITION SUMMARY: The Learning & Development Specialist acts as a liaison between the Human Resources Department and various business units, departments and office locations to ensure quality training programs are developed, customized, approved, maintained, revised, and properly documented as required. This position actively searches, creatively designs, and implements effective methods to educate employees, improve performance, and provide career development.

PRIMARY RESPONSIBILITIES AND ACCOUNTABILITIES:

1. Conducts an initial and annual training needs assessment by partnering with organizational leaders, conducting surveys, and evaluating existing training.
2. Proposes new training and development programs and objectives based on needs assessment. Establishes comprehensive training plan, including timelines and goals to support the organization's strategic goals.
3. Partners with Director of Retail Banking to collect teller training materials from all 6 offices. Develops comprehensive training outline and related materials needed for a teller's first 90 days of employment – including their first 2 weeks of extensive training.
4. Establishes learning milestones for all retail positions – Teller, Teller Supervisor, Universal Banker, and Retail Banker. Develops curriculum and training plan for each retail position and the learning milestones that are established.
5. Designs full onboarding program for new hires and identify who is responsible for what - initial HR orientation, IT orientation, compliance overview, product orientation, welcome event, etc.
6. Audits intranet training materials and recommends materials to update or remove.
7. Regularly communicates with new employees to ensure they are receiving appropriate training.
8. Works closely with Compliance Officer to develop plan to communicate and train on annual policy updates, if needed.

9. Identifies training updates due to organizational changes in policies, procedures, and products; creates or modifies corresponding training materials as required.
10. Identifies specific training programs to help workers maintain or improve job skills based on performance deficiencies or career pathing. Pursues outside resources – vendor training, Microsoft Office training, YouTube videos, etc. to help.
11. Presents training information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures. Develops physical training materials (worksheets, quizzes, etc.) if needed.
12. Evaluates the effectiveness of training programs, providing feedback along with any recommended changes to the Director of Human Resources and management team.
13. Screens and recommends employees for participation in additional internal and external educational or training programs, including conferences and seminars. Registers attendees on conference website, if needed.
14. Assists in preparing training budget. Develops and monitors spending against the budget.
15. Researches and recommends new initiatives that will further the employee training experience such as vendor review for Learning Management Systems (LMS).
16. Records training completed across all platforms – KnowBe4, IBA, BAI, internal training, and other external training. Responds timely to exam and audit requests for training logs.
17. Conducts follow-up studies of completed training to evaluate and measure results. Maintains records and prepares reports to evaluate and provide feedback to management.
18. Acts as a resource to organizational leaders in matters related to employee development and learning.
19. Exemplifies the desired culture and philosophies of Stillman Bank.
20. Works effectively as a team with members of management and the HR staff

EDUCATION, EXPERIENCE AND SKILL REQUIREMENTS:

- One to three years of progressively responsible experience in a bank setting.
- Bachelor's degree in Adult Learning /HRM or related combination of education/experience
- Three years' experience coordinating/implementing learning programs
- APTD or CPTD credential (or desire to obtain credential) preferred
- Strong aptitude for working within or learning appropriate computer software applications
- Excellent analytical skills.
- Excellent written and verbal communication skills. Appropriate use of spelling and grammar.
- Demonstrates competency with technical writing to provide complex information to readers in a way that they can understand and apply, even if they don't have prior knowledge of the topic.
- Able to multitask with a high degree of accuracy

PHYSICAL REQUIREMENTS:

Generally works within a typical office environment with moderate noise levels and temperatures, but requires the ability to adapt to other environments as may be encountered. Requires the ability to operate all types of electronic office equipment. Requires the ability to drive and operate a motor vehicle, with occasional standing, walking, lifting, carrying, bending, kneeling, stretching, stooping and manual dexterity using hands and fingers. Requires ability for extensive reading and viewing of paper documents and computer screens.

GENERAL NOTICE:

This position description describes the general nature and level of work performed by the employee assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position description does not constitute an employment agreement between the Bank and employee and is subject to change by the employer as the needs of the Bank and requirements of the position change.