

**MANASQUAN BANK
JOB DESCRIPTION**

Job Title:	Learning & Development Manager	Date:	November 2022
Dept/Branch:	Human Resources	Grade:	
Reports To:	Chief HR Officer	FSLA Code:	Exempt
		EEO Code:	First/Mid-level Mgr

PRIMARY PURPOSE

Responsible for leading the efforts to create, enhance, implement, and maintain ongoing learning programs. Define and implement strategies for the design, implementation, and evaluation of programs that facilitate professional development, leadership development and continuous learning for all employees. Will assess the training needs of the bank and identify the appropriate resources for the creation of training programs and best practices.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Identify and assess the training needs of the organization in consultation with department managers.
- Design, develop, implement, and facilitate individualized and group learning and development programs that address specific business needs across the organization.
- Manage the creation and development of all participant training materials.
- Conduct instructor-led training sessions, including technical and operations training, refresher training, and when necessary on-the-job training.
- Evaluate organizational performance to ensure that training is meeting business needs and improving performance.
- Create a curriculum to facilitate strategic training based on the organizations goals.
- Select and manage resources, partnering with both employees and training vendors.
- Keep abreast of training trends, technology, developments, and best practices.
- Understand the responsibilities, issues, regulations, business practices, and operations of retail banking branches.
- Responsible for oversight and management of the Operational Trainer & Retail Branch Trainer
- Collaborate with the Regional Branch Managers and Branch Management regarding all training needs, concerns, and timelines.
- Guide Training Team to facilitate a smooth transition from classroom to on-the-job training. Enhance testing and evaluation process for operational training.
- Enhance and maintain an electronic library of resources that address frequently needed and/or required competencies of all bank positions.
- Coach and mentor team members; providing guidance and feedback to strengthen specific knowledge and skill areas
- Actively participate as a team member of the Human Resources team and aid in the direction of the department
- Drive brand values and philosophy through all training and development activities.
- Other duties as assigned.

JOB REQUIREMENTS

- Excellent organizational and time management skills; high attention to detail.
- Excellent written and oral communication skills including the ability to plan and deliver effective presentations.
- Excellent listening skills and the ability to interact in an appropriate and timely manner with internal/external clients.
- Strategic and creative mindset.
- Critical thinker with strong decision-making skills.
- Keen sense of innovation and creativity.
- Ability to manage multiple tasks in a high paced environment and thrive in an environment of regularly changing priorities.
- Ability to translate, articulate, simplify, and communicate complex business, technical, and learning functions to audiences with different levels of expertise.
- Ability to work independently and efficiently.
- Ability to maintain and report on confidential information in an appropriate manner.
- Ability to manage time, resources, and set priorities to accomplish multiple duties.
- Advanced computer literacy including Microsoft Outlook, Excel, Word, PowerPoint, and Teams.

EXPERIENCE & EDUCATION

- Bachelor's degree in human resources, business administration, education, or a related field.
- 5+ years' experience in designing and creating training programs, conducting training to end users and managing functional and operational training resources.
- Working knowledge of bank products/services, software, and applications, preferred.
- Superb record in developing, facilitating, and executing successful training programs.
- Experienced in both traditional and progressive training processes and methods.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS: Working conditions are those of an "open" office environment, which can require the ability to manage some stress such as noise level from clients, employees, and general office equipment, etc. Ability to work remotely in a secure, private and noise free environment. Daily use of wrists, hands, and fingers: to use computer, telephone, fax, copier, and general office equipment. Ability to hear and speak clearly for gathering simple to complex information from both clients and co-workers. Sitting for extended periods of time (up to 8 hours), standing, and walking up to 20% of work time. Ability to bend and lift boxes and bags, up to approximately 10lbs

DISCLAIMER: This information describes the general nature and level of work performed by employees in this job. The description is not designed to be a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this job. Reasonable accommodation may be made to qualified, disabled individuals for the performance of essential duties and responsibilities.