

JOB DESCRIPTION

JOB TITLE: Organizational Development and Training Specialist I

FLSA: Exempt

EEO CATEGORY: Professionals

SALARY GRADE: 30

LINE OF BUSINESS: Administrative Services

JOB GROUP: 2

REPORTS TO (Title): Organizational Development & Training Manager

DEPARTMENT: Human Resources

PRIMARY PURPOSE:

The Organization Development and Training Specialist I will design and facilitate training and development programs that support the achievement of strategic goals and objectives and improves performance of human capital.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develop effective learning solutions to achieve desired results in support of business goals and improve the performance of organization human capital.
2. Apply the principles of adult learning theory, appropriate learning technologies and industry best practices in the design and delivery of training and development programs.
3. Facilitate training via multi-media channels (computer based, webcast).
4. Actively assist in the design and delivery of training programs to varied audiences; supervisory, sales, corporate, branch network etc.
5. Review and enhance training documentation. Write interactive content for new instructional programs. Collaborate with subject matter experts to ensure the delivery of accurate, high quality training product. Align and develop the most effective delivery method; webinar, instructor led program, self-paced digital training, etc.
6. Utilize knowledge and understanding of training assessment tools to create surveys and analyze results.
7. Research and analyze data to identify skill gaps and create strategies to address them.
8. Assist with the coordination and preparation of training programs.
9. Research, identify, and apply best practices to effectively execute OD and HR initiatives and projects.
10. Perform other job-related duties as assigned by Manager.

JOB SPECIFICATIONS:

Knowledge, Skills & Abilities

- Ability to read, interpret, organize and synthesize material into a well-written, concise learning tool.
- Demonstrated knowledge of adult learning theory and learning design theory.
- Ability to create and deliver engaging learning experience through all delivery channels including digital and multi-media formats.
- Demonstrated success in classroom instruction with strong facilitation skills.
- Excellent collaborative and interpersonal skills. Ability to navigate and negotiate multiple deliverables with all levels.
- Ability to manage multiple projects simultaneously.
- Experience with Learning Management Systems (LMS).
- Knowledge and understanding of multi-media authoring and graphics design tools.
- Knowledge of banking environment including compliance, lending, teller and platform

Experience & Education

- Bachelor's degree in Business Administration, Training, or Instructional Design or equivalent combination of education and experience.
- 3+ years progressively responsible experience in training, education or instructional design. Experience in banking environment strongly preferred.
- Experience in leading project teams is helpful.

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- Certification and affiliation with American Society of Training & Development (ASTD), or other professional training association(s) or progress toward certification/affiliation is preferred.

Internal and External Contacts

- Internal contact with all levels within the Bank.
- External contacts including vendors, trainers and educational institutions.

Working Conditions/Physical Requirements

Office environment. Ability to operate computer. Ability to communicate in order to exchange simple to complex information with individuals and groups. Ability to travel throughout Bank footprint.