



Position Title: Learning & Development Specialist

Reports To: Learning & Development Manager

FLSA Class: Exempt

PURPOSE: Develops the capability of our employees by designing and delivering training programs for all lines of business (LOB) which enhances bank-wide performance.

We're looking for constant learners who love the creativity that goes into course design and are inspiring when engaging others. This person thrives in the create/build mode. Our Human Resources is looking for a curious, creative, self-motivated, high energy, people person who is comfortable challenging the status quo. This person is highly communicative, naturally informing others, socializing ideas, and seeking feedback.

RESPONSIBILITIES:

Training Delivery

- *Be Engaging.* Deliver classroom and e-learning training courses that develop the knowledge, skills, and abilities of BrandBank employees from multiple LOBs. Our six learning categories include Fundamentals, Compliance & Risk Management, Job Skills, Technical Skills, Competencies, Leadership, and Management.
- *Be Dynamic.* Adjust content, presentations, etc. on demand to meet the needs and interests of our learners.

Course Design

- *Be Performance-Minded.* Design measurable, performance-based learning objectives for courses to support various lines of business and apply them in the best delivery format for the learner.
- *Be Detailed.* Own the content. Create technical and conceptual instructional materials including storyboards, scripts, procedures, facilitator and participant guides, course content, and pre- and post-tests; partner with HR generalists and LOBs to customize onboarding and career development plans.
- *Be Creative.* Create training materials and exercises that engage our learners both inside and outside the classroom; tailor and brand purchased content to meet the needs of the bank.
- *Be Inquisitive.* Perform training needs analysis, determining the appropriate method of training, and evaluating training methods that build individual and organizational capabilities. Provide recommendations to LOBs leaders and the Learning & Development Manager.

Learning Support

- *Be Methodical.* Performs difficult and/or complex writing and editorial functions, including formatting and style sheet verification, copy editing, rewriting, revising, writing, proofreading, and production planning; develop and update internal policy and procedural documents for various lines of business that will be referenced on the job and for course designs. Capture business, functional and technical processes from managers and SMEs.
- *Be Organized.* Coordinate training courses (e.g. schedule logistics, set up the training room, manage feedback surveys, and provide supplies/materials as required). Build, manage, and monitor project plans for each assignment and communicate the status to management.
- *Be Dependable.* Provide back-up support for Learning Management System; including monitoring, assigning courses, reporting and password resets.
- *Be Results-oriented.* Track and maintain performance-based assessments; provide feedback to managers and HR teammates about relevant findings.
- *Be Supportive.* Educate internal partners on best practices in training solutions, developmental programs and other related topics. Provide on-the-job support following orientation/training to learners.

EXPERIENCE:

- Bachelor's Degree or equivalent work experience.
- A combination of 5 years of training delivery and design experience.
- 3+ years of banking experience preferred.
- Outstanding facilitation and presentation skills.
- Excellent written communication skills; ability to craft engaging communications that emphasize the appropriate information, and move employees to action when needed.
- Knowledge and application of instructional design theory and adult learning principles.
- Strong problem solving skills/creative/think outside the box mentality.
- Ability to multi-task and successfully complete several projects and duties simultaneously; ability to prioritize tasks based on department goals and function.
- Collaborative in approach, ability to work as an individual contributor and as a team player.
- Attention to detail.
- Bring different/alternative points of view to the team for consideration.
- Intermediate to advanced skills using Word, Excel, PowerPoint with the ability to learn and adapt to new software.
- Demonstrated ability to learn quickly; focuses on continuous learning and improvement as an individual.
- Demonstrated professionalism and appropriate discretion with regards to confidential and sensitive information including knowledge of performance improvements, etc.

Preferred Technical Skills

- Adobe Products (e.g. Photoshop, Illustrator) and/or Articulate a plus
- Recording and editing software (e.g. Camtasia)
- Survey tools (e.g. SurveyMonkey)
- Webinar tools (e.g. GoToWebinar)
- Performance Management Systems (e.g. Trakstar)

COMPLIANCE ACCOUNTABILITY:

- Complies with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities.
- Maintains a working knowledge of all compliance regulations pertinent to your assigned duties by successful completion of any courses assigned on a timely basis.
- Participates in BrandBank's community development program at least one day each year.
- Adheres to BrandBank's Code of Professional Ethics and Conduct as well as observing and promoting compliance with the Code among fellow bank personnel, customers and vendors.

BrandBank is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.