

## Training Coordinator OR Training Manager – United Bank, Griffin, GA

### Job Summary

Responsible for managing Bank wide employee education which includes planning, coordinating, promoting, identifying, developing and delivering training activities/programs to support employee performance, development and customer service. Will administer and coordinate operational, compliance and sales training for all areas of the Bank. Responsible for the planning, scheduling and implementation of a variety of training programs typically including new hire orientation and general instructional sessions for entry level Teller and Customer Service Representative positions. Responsible for implementing a training calendar to ensure timely communication and participation in available and required training programs. Administers programs either by personally conducting training sessions or by partnering with internal and/or external subject matter experts. Maintains records of performance and progress of those in training and prepares or coordinates the preparations of the training or procedural materials used. Records results and evaluates effectiveness of training programs. May design programs and conduct training needs analysis. Will be responsible for tracking and reporting Training Tax Credits. Will assist with preparing and monitoring the training budget. May have responsibility for the Bank's Management Associate Program.

### Job Functions

- Create, implement and maintain a training calendar for the Bank.
- Conduct new hire orientation
- Conduct and coordinate training classes for new hire Tellers, Customer Service Representatives and other positions as needed.
- Create training programs and partner with subject matter experts (internal & external) as needed.
- Partner with subject matter experts and managers to help identify training needs and develop effective educational material, content and programs.
- Partner with Retail Sales & Service Coordinator to assist in the training and rollout of Teller and Customer Service Representative policies, procedures, systems and processes.
- Ensure compliance with federal and state regulations.
- Create training agendas when necessary and coordinate trainers accordingly.
- Maintain records of internal and external training classes attended by employees.
- Prepare management and board level reports on training efforts.
- Maintain high standard of training quality by attending training classes from time-to-time to assess content and trainer's ability.
- May conduct seminars, workshops, and train-the-trainer programs when needed.
- Develop training materials and programs including customizing on-line classes.
- Coordinate with and utilize external training programs and products as needed.
- Maintain training documentation for tax credits and regulatory reporting.
- Order and maintain supplies for orientation and training classes.
- As needed, makes recommendations on additional resources and/or technology needed to improve effectiveness of training and development efforts to achieve Bank objectives.
- Available to travel to different locations, including occasional overnight trips, and available for before work and after work hours as needed.
- Other duties may be assigned.

### Job Requirements

- Bachelor's degree in human resources, education, psychology, business or related studies or equivalent related experience.
- Previous experience in adult education or related training activities strongly preferred.
- 2 years of banking/financial service experience, to include working as a Teller, Customer Service Representative, Branch Manager and/or subject matter expert strongly preferred.
- Previous technical writing of manuals, policies and procedures preferred.

- Advanced knowledge of personal computers to include Microsoft Office suite (Outlook, Word, Excel.), PowerPoint and Adobe (Photoshop, Illustrator, Firework..) and the ability to quickly learn different software.
- Ability to create training material using software as well as utilizing technology for determining alternative delivery methods for training.
- Previous Training and/or Human Resources experience strongly preferred.
- Previous experience in management, teaching and coaching others strongly preferred.
- Effective written and verbal communication skills; communicates in a clear and concise manner.
- Effective presentation, facilitation and listening skills.
- Strong customer service orientation.
- Demonstrated professionalism with regards to confidential and sensitive information including knowledge of and/or input in performance improvement plans.
- Leadership skills necessary to teach, motivate and evaluate the work of others.
- Ability to build and maintain positive and productive relationships throughout the Bank.
- Ability to work independently with minimum supervision.
- Must be detail oriented and capable of multi-tasking with the ability to prioritize tasks based on departmental goals and function.
- Strong problem resolution and organizational skills.
- Maintains composure in frustrating situations.
- Currently uses and embraces technology to effectively and efficiently perform their job functions.

---

United Bank provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, veterans status, disability unrelated to job requirements, genetic information, military service, or other protected status. Please send all resumes to [lgosdin@unitedbank.net](mailto:lgosdin@unitedbank.net)