

**Position:** Retail Training Coordinator

**Purpose:** This position is responsible for administering, coordinating and documenting the Retail training efforts of Colony Bank.

**Location:** Colony Bank, Fitzgerald, GA 31750

**Essential Functions and Basic Duties:**

1. Serves as Retail training coordinator by working closely with Management, Director of Retail Banking, Branch Coordinator, Officers and employees to determine training needs of Retail staff to include teller and customer service related functions.
2. Assists Retail Branch Coordinator with scheduling new Retail team members with mentors.
3. Determines the proper means to accomplish training goals.
4. Gathers information, creates and compiles training material.
5. Participates and oversees teller training class as scheduled.
6. Participates and oversees customer service training class as scheduled.
7. Assist with Retail report production, as needed.
8. Support sales and growth initiatives by incorporating goals and expectations in applicable training communications.
9. Supports the Retail department with special projects and audit functions, as needed.
10. Supports the Compliance Department team in training efforts; i.e. coordinate class, webinar or conference call registration as needed.
11. Works closely with Human Resources in regards to creating and maintaining a productive Retail work force.
12. After training sessions, survey team members to gauge effectiveness of the training and additional training needs.
13. Assists with on-line training program as it relates to Retail activities and as needed by Compliance Department.
  - Ensures compliance with assigned online training courses by monitoring employee participation and reporting findings to respective managers.
  - Communicates with designated management and training officers throughout the company to assure the courses are completed in accordance with lesson plans.
14. Serves as communicator for the deposit operating system, to include:
  - Distributes information to pertinent staff on updates to system.
  - Organizes and leads training related to deposit operating system.
15. Complies with all bank/personnel policies and procedures.
16. Other duties as assigned.

**Qualifications:**

**Job Education & Experience:**

- High school diploma or equivalent
- Five (5) or more years Bank experience
- Relevant computer skills

**Job Competencies:**

- Willingness to work flexible hours; some travel required
- Demonstrate leadership abilities
- Strong listening and communication skills

- Honesty and integrity
- Accuracy and attention to details
- Stress tolerance
- Neat appearance
- Pleasant personality
- Must be able to stand for long periods of time

**To submit resume, send to [hr@colonybank.com](mailto:hr@colonybank.com)**

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