

# MEMBERS1st Learning & Development Coordinator

Plan and implement the credit union's education and training programs that reflect the strategic plan of the credit union. Ensure that ongoing development of all employees reflects strategic priorities and quality service to members. Support the community education initiatives of the credit union. Compile and maintain assistive documentation for use by staff including procedures and processes; policies and regulatory compliance; and benchmarks for service delivery.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive, other duties may be required and assigned.

- Assess the credit union's training needs.
- Administer the credit union's training programs and create interactive training activities.
- Evaluate training materials and methods.
- Conduct and/or coordinate seminars and workshops for new products, policies, and procedures.
- Conduct and/or coordinate new hire orientation and training sessions for new employees.
- Create and conduct or coordinate training for the established career path at the credit union.
- Conduct and/or coordinate training classes for management trainees.
- Prepare or coordinate development of procedural tools used in conjunction with training needs.
- Develop and maintain a centralized documentation (intranet or shared drive) source with standardized processes, procedures, policies, and resource materials.
- Coordinate all-staff training days.
- Investigate and research available training methods and procedures to determine new or improved training methods as well as new and improved content materials.
- Evaluate outsourced programs and/or vendors to augment training internally.
- Inform employees on scheduled training and track their progress.
- Recommend training materials and methods, order/maintain in-house training equipment/facilities.
- Periodic travel between branches of the credit union will be required.

## EDUCATION and/or EXPERIENCE

- Bachelor's degree or at least 5 years of related experience in training and development.
- Customer service experience is preferred.
- Previous accounting experience is beneficial.
- Excellent communication skills, both written and verbal.
- Good listening and interpersonal skills.
- Strong attention to detail.

Interested candidates should submit their resume to: [hr@members1st.com](mailto:hr@members1st.com) with the Subject Line: Learning & Development Coordinator.

