



Corporate Trainer

Department: Human Resources

Job Code: 044-08

Reports to: Director of Human Capital Development

FLSA: Non-Exempt

Grade 8; Range \$35,536.51 to \$53,304.78

Supervises: None

Revised: July 2014

SUMMARY

To develop and deliver training as determined by the Director of Human Capital Development and Senior Corporate Trainer with a focus on operational and process training including, but not limited to, Teller training, CSR training, Branch Manager training, ABM training, Customer Care Center Training, and Back Office support training.

MINIMUM REQUIREMENTS FOR POSITION:

- High school diploma
 - 2-5 years of banking experience preferred
 - Excellent communication and presentation skills
 - Ability to facilitate groups with the utilization of adult learning principles
 - Ability to edit training and quick reference tools
 - Excellent organizational and time management skills
 - Ability to handle multiple priorities and work well under pressure with multiple deadlines
 - Willingness to change quickly if needed
 - Ability to effectively communicate with bank personnel of all levels
 - Ability to operate standard branch equipment
 - Ability to understand and communicate bank processes and procedures
 - Ability to work a flexible schedule to include possible weekend and/or holidays based on training needs
 - Excellent computer skills
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PRIMARY ACTIVITIES AND RESPONSIBILITIES:

- Exhibit the Bank's customer service standards for both internal and external customers.
- Create teaching outlines and work with Senior Corporate Trainer to develop teaching outlines and determine instructional methods such as individual training, group instruction, webinars, etc.
- Deliver training in a consistent, professional way, clearly following the materials provided to create a consistent EVB training experience.
- Communicate with management, supervisors and employees to gain knowledge of work situations requiring training, and to better understand changes in policies, procedures, regulations, and technologies.
- Schedule and commit to training classes, ensuring that materials are prepared in advance and classrooms set up.



- Work with Senior Corporate Trainer to ensure that all training is communicated to the appropriate leader.
- Obtain and retain necessary procedural, process, and product information as it pertains to training sessions.
- Be cross-trained and serve as a back-up trainer for all operational training if needed.
- Work in a support function for needed training as deemed necessary by the Director of Human Capital Development and the Senior Corporate Trainer.
- Assist Director of Human Capital Development and Senior Corporate Trainer in the development of tools, Quick Reference Guides, and teaching materials that support the training process.
- Serve as lead or back up with the On-The-Job training processes, including but not limited to the Teller and CSR OJT processes.
- Participate as required in the bank's task forces, team activities, and other groups as deemed necessary by the Director of Human Capital Development and/or Senior Corporate Trainer.
- Other such duties as may be assigned from time to time.
- Responsible for adhering to and complying with all Bank policies and procedures, all applicable federal and state laws and regulatory guidance governing financial institutions, including, but not limited to, Federal Deposit Insurance Improvement Act (FDICIA), FACT Act, Bank Secrecy Act, Regulation CC, and EEO/AA/Fair Employment Practices.