

Job Title	Learning & Development Specialist
Short Description	At Associated Credit Union we help our team members provide service excellence to all members. In order to do this, our Learning & Development Department team creates simple, relevant, and effective learning experiences for our ACU team members. The Learning & Development Specialist will help design, develop, and implement cutting-edge training programs that build competence and confidence in our team members.
Full Description	<p>Position Description</p> <p>Department: Learning & Development Department Reports to: Learning & Development Supervisor Skill Levels: N/A</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>At Associated Credit Union we help our team members provide service excellence to all members. In order to do this, our Learning & Development Department team creates simple, relevant, and effective learning experiences for our ACU team members. The Learning & Development Specialist will help design, develop, and implement cutting-edge training programs that build competence and confidence in our team members.</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none"> • Assist with the implementation of the annual Learning & Development strategic plan. • Presents training programs by identifying learning objectives, selecting instructional methodology implementation based on research and experience. • Design course content including training manuals, job aids, PowerPoint presentations and/or supplemental training materials to support strategic goals. • Assist with the scheduling and logistics for training programs. • Assist with the support of the utilization of onsite training rooms, equipment and special needs related to the training of ACU employees. • Assist with the quality assurance of the Show & Share Portal and ACU's Intranet so that training sessions, tutorials, and procedures are available and timely. • Assist with the vetting of new learning and development software. • Responsible for assisting the staff with questions related to the credit union systems, procedures, and policies. • Assist with the maintenance of ACU Business Continuity Plan and Emergency Management Plan. • Assist with the reporting, tracking, and completion of eLearning modules.

- Participates with the training team in conducting all new employee training classes, new products, policies, and procedures for employees as assigned.
- Maintain internal and external training records and files for each employee and the tracking of employee participation throughout the year for various regulatory and security training.
- Maintain knowledge of instructional technologies by attending workshops; reviewing professional publications; establishing personal networks.

Other Duties & Responsibilities

- 40% -- Design and develop learning solution, including eLearning, instructor led training, distance learning, blended learning, etc.
- 20% -- Collaborate with Learning & Development managers, peers, and subject matter experts throughout key training initiatives and projects.
- 10% -- Work with standard development tools and software (Articulate Storyline, ProProfs, Poll Everywhere etc.)
- 10% -- Work on creative and innovative ways to develop associates.
- 10% -- Assist with coaching staff on public speaking techniques and/or the onboarding of new Learning and Development Specialists.
- 10% -- Effectively manage individual and group projects.

Qualifications

Education: An Associate's Degree in Business Administration, Education, Instructional Design, Learning & Organizational Development or equivalent. A Bachelor's Degree in one of the aforementioned areas is a plus.

Experience: One (1) to three (3) years of relevant work experience in education or learning field, or similar work experience.

Core Competencies:

- Proficient knowledge of adult learning theories and training methodologies.
- Familiarity with distance learning techniques using WebEx Training and WebEx Meetings.
- Excellent interpersonal and written communication skills. Intermediate ability to communicate professionally, provide proper context, and tailor messaging to a variety of audiences.
- Proficiency with LMS authoring tools such as Storyline, ProProfs, and BAI Online.
- Ability to work independently.
- Ability to be detailed oriented in the development of content.
- Basic knowledge of project management principles.
- Strong commitment to employee development and retention.
- Proficiency with software including MS Outlook, Word, PowerPoint and Excel.
- High energy for a fast-paced environment and meet tight deadlines.

Physical Requirements:

- 50% of the time is spent sitting in a comfortable position and there is frequent opportunity to move about.
- 50% of the time is spent standing facilitating instructor led training where there is frequent opportunity to move about. On occasion there may be a need to move or lift light articles.
- Willingness to work flexible schedules to accommodate training class requirements.

Performance Metrics

Performance Metrics for the Learning and Development team are established through the annual Performance Evaluation. Key factors include Communication, Training Performance, Technology, Attendance and Grooming. Key goals will be determined based on the established annual Learning and Development strategic plan. Goals include Professional Development. The Professional Development goal will be established as a joint effort between the Learning and Development Management team and the annual self-evaluation form.

Created: TBD

Education	High school diploma
Additional Comments	
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