

Job Title	Learning Business Partner
Short Description	The Learning Business Partner is responsible for analyzing, designing, implementing, and managing learning and development programs in support of business objectives.
Full Description	<p>Purpose: The primary purpose of this position is to assist Atlanta Postal Credit Union to live out our Mission, “To help our members achieve financial success by providing exceptional products and service.” The Learning Business Partner is responsible for analyzing, designing, implementing, and managing learning and development programs in support of business objectives.</p> <p>Essential Duties and Responsibilities: Other duties may be assigned</p> <ol style="list-style-type: none"> 1. Deliver outstanding service to both internal and external members that is in alignment with our Service Promises: <ol style="list-style-type: none"> a. I promise to be mindful of your time with fast, efficient, courteous, and friendly service. b. I promise to demonstrate integrity in all my interactions. c. I promise to always treat you with dignity and respect. d. I promise to work with fellow employees throughout the credit union to ensure you receive the best possible products, service, and solutions. e. I promise to safeguard the security and confidential nature of your financial information. f. I promise to greet you with a smile and thank you for your business when your transaction is completed. g. I promise to deliver on our mission to help you achieve financial success by providing exceptional products and service. 2. Represents the Learning and Development department on project teams to analyze project scope and expected outcomes to gauge the need(s) and objective(s) for training solutions. 3. Under the direction of the Learning and Development Manager, partners with business unit leaders to conduct training gap analyses and better understand departmental training and development needs. 4. Exhibits a clear understanding of key performance indicators and measurements associated with corporate and business unit strategies and goals. 5. Proposes effective learning interventions and learning solutions to enhance and improve employee performance and business results in line with business unit strategies and goals. 6. Create and design various materials for learning and enablement collateral, including but not limited to presentation materials, participant and trainer guides, on-the-job learning, peer and social learning, handouts, job aids, storytelling, audio, video, simulations, role-plays, and games with expertise supporting learning and reinforcement in the flow of work. 7. Ensures appropriate placement of marketing materials within training and instruction documents and maintains a schedule for keeping such current and updated. 8. Adheres to the ADDIE model of instructional design to the extent possible and utilizes other best practice models, tools, and processes to effectively complete all associated learning and

development tasks.

9. Uses effective written and oral communication skills, as well as project management and presentation skills to gain buy-in and effectively design, implement, or facilitate training and development programs, curriculums, and workshops.

10. Where applicable provides information on cost-benefit and break-even scenarios related to training and development programs, especially when tied to ROI for a project.

11. Maintains a current knowledge base and understanding of training and development best practices and effectiveness of delivery and deployment methods.

12. Works in a deadline driven environment; Demonstrates a sense of urgency for completion of tasks and simultaneous management of multiple programs, training events, and projects.

13. Complies with all aspects of BSA/AML and OFAC regulations as they relate to this position.

14. Completes special projects and other miscellaneous assignments as required.

Supervisory Responsibilities: Does not supervise but provides distribution of work assignments and daily measurement of progress towards goals for learning and development staff assigned to collaborate. May manage day-to-day task through indirect reporting relationships or through a matrixed management approach and the ability to collaboratively interact with internal and external partners.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED Education and/or Experience:

- A Bachelor's degree in marketing, communications, human resources, business administration, or other related field of study. An additional 4 years of relative work experience may be substituted in lieu of degree
- Demonstrated use of written communication skills, graphic design, instructional design, or graphic arts skills in previous roles.
- Prior experience participating on project teams or leading a component of a project team as a department or segment team member
- Travel up to 10% within business footprint may be required; Valid driver's license required.

PREFERRED Education and/or Experience:

- A Master's degree in marketing, communications, human resources, business administration, or other related field of study
- Instructional design certificate
- Training and development certification
- Prior work experience in a credit union
- 2 years specific Training and Development work experience within the financial services space

Physical Job Requirements:

Must be physically able to operate a variety of automated office machines such as calculator, computer, printer, facsimile, telephone, copier, etc. Must be able to stand, bend and stoop as needed. Must be able to lift and/or carry weights of 20 to 50 pounds

Education

Bachelor's degree in marketing, communications, human resources, business administration, or other related field of study. An additional 4 years of relative work experience may be substituted in lieu of degree

Additional Comments**Credit Union**

Atlanta Postal Credit Union

State

Georgia

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Fax**Expiration Date**

11/25/2022