

<b>Job Title</b>	Training and Development Specialist
<b>Short Description</b>	<p>This is not a remote position.</p> <p>The Training &amp; Development Specialist designs, develops, delivers and evaluates quality training programs that meet business and human performance objectives which ultimately enhance staff’s abilities to better the lives of our members. Additionally, this role functions as the liaison between Training, subject-matter experts, various business units and class attendees. The main responsibilities will include transforming information into consistent and viable materials, developing curriculum and facilitating training in a variety of mediums.</p>
<b>Full Description</b>	<p><b>Major Duties and Responsibilities</b></p> <p>Create professional materials to assist in training delivery such as facilitator guides, participant workbooks, job aids, skill checks, role-plays, scenarios etc. in a timely manner. Maintain and update training materials and trainee tools on a continual basis.</p> <p>Develop self and maintain knowledge to stay relevant at all times. (job shadow). Keeps abreast of developments in the training industry including presentation aids, equipment, presentation techniques, adult learning methodology, and related topics.</p> <p>Plan, coordinate and facilitate engaging and professional content by using various formats including group discussion, scenarios, lectures, and videos for both in person and virtual classes. Consistently strive to make communications, instructions, FAQs, etc. concise and simple for the end user considering the needs and abilities of the audience.</p> <p>Develop criteria, measure and track training effectiveness, including written examinations and simulated activities. Track employee progress to determine if or what changes may be required. Assess and communicate training participants’ strengths, weaknesses in specific skills and behaviors.</p> <p>Proactively identify areas of opportunity to improve knowledge or remove friction to ultimately improve the overall experience for employees and members.</p> <p>Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control, in addition to all company policies.</p> <p><b>Knowledge and Skills</b></p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Must have a strong desire to impact and motivate people through quality training</li> <li>• Must be a highly energetic self-starter that can build enthusiasm to motivate participants to achieve potential and course objectives</li> <li>• Must have excellent communication skills, both verbal and written</li> <li>• Must have ability to get along with diverse personalities;</li> </ul>

tactful, mature, flexible, compassionate • Must be able to communicate professionally and effectively • Must have good working knowledge of various software programs, member service platforms, operations and Credit Union background • Must possess the ability to initiate and communicate change and possess a positive attitude while explaining and supporting organizational decisions, directions and procedures • Must have strong skills in MS Office Suite • Must be resourceful and well organized, with strong attention to detail • Must be able to prioritize and manage multiple projects, tasks and deadlines concurrently Working knowledge of Adobe Captivate and Articulate Storyline for building simulations and simple E-learning courses Experience working in an Agile environment also a plus. Masters online self-authoring tools such as Articulate to produce high-quality e-learning.

#### Education/Certifications/Licenses

- 2+ years previous training or financial services experience required
- 1-3 years' experience with curriculum development preferred
- Experience with Articulate/Snag-it self-authoring software preferred
- Experience with learning and knowledge management systems software preferred

#### Interpersonal Skills

Must have strong interpersonal skills, be able to perform in a team environment, collaborate with others, handle multiple projects, be flexible with change, and meet deadlines.

#### ADA Requirements

##### Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

#### Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

#### Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing

	<p>calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.</p> <p>Community First Credit Union is an Equal Opportunity Employer.</p>
<b>Education</b>	Associates
<b>Additional Comments</b>	
<b>Credit Union</b>	Community First Credit Union
<b>State</b>	Florida
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<b>Fax</b>	
<b>Expiration Date</b>	02/29/2024