

Job Title Training Coordinator

Short Description Jax Federal Credit Union is seeking a Training Coordinator to plan and implement the credit union's education and training programs with a special emphasis on new associate training. They will ensure that ongoing development of all employees reflects strategic priorities and quality service to members.

Full Description Jax Federal Credit Union is seeking a Training Coordinator to plan and implement the credit union's education and training programs with a special emphasis on new associate training. They will ensure that ongoing development of all employees reflects strategic priorities and quality service to members.

Location: Corporate Office, 562 Park Street, Jacksonville, FL 32204

Status: Full-time (approximately 40 hours per week)

Major Duties and Responsibilities:

Prepare and order training materials and supplies for instructional effectiveness when needed. Provide other administrative support as assigned in HR/Training.

Schedule and market available training courses. Maintains training database tracking for all team members (courses completed, pre- and post-training evaluations).

Conduct seminars on new products, policies, and procedures for all staff.

Develops criteria, measures and tracks training effectiveness, including written examinations and simulated activities. Tracks employee progress through training, observations, and feedback.

Investigate and research available training methods and procedures to determine new or improved training methods and course materials. Create training activities for interactive participation.

Conduct training sessions for new associates with an emphasis on the Teller, Contact Center, and Member Service Representative roles.

Knowledge and Skills

Experience:

Six months to two years of similar or related experience, including time spent in preparatory positions. Financial services experience or prior training delivery is preferred.

Education/Certifications/Licenses:

A two-year college degree or completion of a specialized course of study at a business or trade school.

Membership in professional associations such as ASTD or other learning and development councils is a plus.

Interpersonal Skills:

A significant level of trust and diplomacy is required to be an effective subject matter expert in the position. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors of a sensitive and/or highly confidential nature is a normal part of the day-to-day experience. Communications can involve motivating, influencing, educating and/or advising others on matters of significance.

Other Skills:

1. Must possess excellent oral and written communication/presentation skills. 2. Ability to understand and communicate concepts to a diverse employee population. 3. Intermediate MS Office skills are required. 4. Familiarity with Symitar Data Processing System a plus. 5. Better than average organizational skills: including the ability to handle a broad range of projects simultaneously. 6. Good problem solving skills and ability to react quickly to rising workplace problems. 7. Professionalism in appearance, dress and attitude is a must.

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 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.

Acknowledgement

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Education

Six months to two years of similar or related experience, including time spent in preparatory positions. Financial services experience or prior training delivery is preferred.

Additional Comments

Apply online by visiting:
https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=9a07bc15-a98c-4ef1-901a-8cb49f5ad6b8&cclId=19000101_000001&jobId=372588&source=C2&lang=en_US

Credit Union

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Florida

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Expiration Date

12/03/2021