



COMMUNITY BANK

236 S. Cochran Ave. + Charlotte, MI 48813



TRAINING AND DEVELOPMENT COORDINATOR

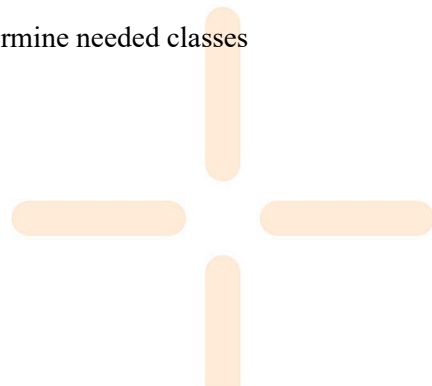
In this position you will be responsible for leading the Bank's training and development initiatives by working with Department Heads to create and maintain training materials and programs, coordinate training events, deliver employee training, monitor training impact and effectiveness, and recommend improvement to trainings. This position reports to the Vice President, Human Resources.

Successful applicant will ideally have a bachelor's degree in training, education, or related field, and 3-5 years of training experience, preferably with a financial institution.

Essential Duties & Responsibilities

- Take ownership of all training and development functions working with Department heads to determine needs.
- Work with Retail staff to develop and maintain all Teller, CSR and UB training material and systems.
- Work with Chief Lending officer to develop and maintain consumer lending training material for front line staff.
- Work with Retail and the Chief Lending officer to develop and maintain Sales/relationship training.
- Assists in the training of the Consultative sales culture and product knowledge.
- Develop and maintain Facilitates Bank Physical Security Training.
- Work with Compliance to develop and maintain bank regulation training and track completion.
- Formulate teaching outlines and determine instructional methods, such as individual training, group instruction, lectures, demonstrations, conference, meetings and workshops.
- Select and/or develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, and computer tutorials.
- Conduct training sessions.
- Communicate and train procedure changes as needed.
- Assist in training new employees.
- Assist with the onboarding of all new Bank staff.
- Coordinate outside training (Seminars, webinars, MBA, etc.)
- Monitor, record, and evaluate training activities and program effectiveness.
- Maintain training records
- Manage online compliance training program. Work with Compliance to determine needed classes for each position, assign classes and monitor completion.
- Promote teamwork and open communication.

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- Maintains a highly professional image representing the Bank in a positive manner in all situations.
- Completes all internal training assignments in a timely manner.
- Completes the Bank's Leadership Academy.
- Is knowledgeable about and follows Bank policies and procedures.
- Is knowledgeable about and complies with applicable regulations.
- Participates in community service opportunities, marketing, and customer service events
- Completes other tasks as assigned by V.P., Human Resources.



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