



## **JOB DESCRIPTION**

**Job Title: Training Administrator**

**Job Location: Queenstown, MD**

### **SUMMARY:**

Responsible for training, coaching and developing bank employees in line with the Bank's strategic plan and compliance requirements. Training responsibilities encompass content management, development, maintenance, design and delivery of training programs (orientation and ongoing training) and audit of training requirements. Coaching responsibilities encompass individual one-on-one coaching for skills development during the initial training period and supporting post-training coaching, as needed. Works closely with Management to support the on-going development of bank employees and is a key member of the Human Resources Team. The Training Administrator will identify and monitor training needs in the organization, and design, plan, and implement training programs to fulfill those needs.

### **DUTIES AND RESPONSIBILITIES:**

- Conduct initial compliance training for new employees and training as required/needed for existing employees per compliance and/or development needs
- Train employees on beneficial customer conversations that will exceed customers' needs and train on upselling, cross-selling and referral training
- Identify and deliver internal training opportunities to ensure compliance through auditing of operations and oversight
- Deliver a wide range of training and development programs that meets the Bank's needs, including department and position specific needs
- Evaluate and recommend the continuation of employment for new hires at the conclusion of training and provide Managers with written progress report
- Maintain the LMS system including employee records, reports, and training offerings
- Monitor Compliance Training on a monthly and quarterly basis, providing delinquency and completion reports to the Leadership Team
- Coordinate with Retail Management and employees to achieve full participation in optional and required training through proper communication channels
- Classroom Management, pre-class preparation, post class debrief; coach and deliver feedback to participants; escalate concerns to Human Resources Director and employee's direct manager, as warranted
- Design Retail Banking training related documents, materials, and presentations
- Review and edit training content for consistency and design and identify improvement opportunities for course and courseware materials through delivery and proofreading of course materials to ensure procedures, exercises and practices work as written and meets bank standards
- Track external training for employees such as webinars and seminars
- Periodically visit branch locations to ensure consistency of training programs
- Evaluate Teller Training Program and make recommendations for continued improvement and enhancements to Build Better Bankers
- Adheres to Bank policies and procedures required by federal and state statutes, laws and regulatory rules.
- Perform other responsibilities and duties, as assigned

### **QUALIFICATIONS:**

- Bachelor's Degree (preferred) or equivalent experience, with a minimum of 2 years training and development experience. HS Diploma or GED required
- Banking experience preferred

- Passion for teaching, coaching and developing others; including familiarity with different learning styles and the ability to use them to achieve training goals
- Superior communications skills, both written and oral, including excellent presentation skills
- Excellent interpersonal and customer service abilities
- Prior experience managing an LMS system
- Ability to resolve problems quickly and with sound judgment
- Ability to work independently, as well as follow direction/instruction, as warranted
- Demonstrated ability to maintain flexibility in a changing environment
- Ability to prioritize, escalate issues and remain organized is essential
- Ability to maintain confidential customer, employee and Bank information in a responsible and secure manner
- Must be proficient in use of Word, Excel, PowerPoint, and course authoring tools
- Must be able to travel 30% to branch locations as needed

#### COMPETENCIES:

- **Communication** - Communicates well, delivers presentations, has good listening skills
- **Employee Development** - Offers feedback, coaches employees appropriately, rewards employees wisely, takes mentoring role, challenges and develops employees, offers opportunity
- **Planning & Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Mobility sufficient to perform activities required of position, including travel to branch locations
- Manual dexterity for the functional operation of office equipment, such as computers, calculators, etc.
- Ability to actively engage in necessary communications with both internal and external customers.

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job 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.*

Please email resume or completed application to [cguthrie@queenstownbank.com](mailto:cguthrie@queenstownbank.com)

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