

**VeraBank**  
**JOB DESCRIPTION**

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**JOB TITLE:**                    **Manager of Training & Development**

**DEPARTMENT:**

**SUPERVISOR:**                **Chief Retail Officer**

**FLSA STATUS:**               **Exempt**

**DATE:**                         **May 6, 2024**

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**JOB PURPOSE**

The Manager of Training and Development will have the opportunity to build our learning and development platform. This role will play a pivotal role in shaping and implementing our training strategy to foster employee growth and organizational success. Responsible for leading the effort of conducting differential training programs for all Bank departments and employees. This individual will partner with departments across the bank to identify learning needs, learning design, program logistics, measurement strategy, and resource allocation. Manages Bank Training staff to ensure accurate, up-to-date information on policies, procedures, and technologies is successfully delivered to all areas of the Bank. Assists in the development of training materials, documentation, training schedules, and follow-ups. Overall, provides the tools and skills necessary to implement training and development processes for employees. The ideal candidate will have extensive experience in instructional design, facilitation, implementing learning initiatives, and program management.

**DUTIES AND RESPONSIBILITIES**

1. Create an effective training and development strategy for the bank.
2. Manage a team of trainers.
3. Oversee end-to-end learning programs, from conceptualization to evaluation, ensuring seamless execution and continuous improvement.
4. Create engaging training and development programs for all company departments using a wide variety of training methods.
5. Monitor and evaluate training program's effectiveness and success and periodically report on them. Tailor training programs as necessary based on findings and feedback from department leads.
6. Design training content for new hires on company policies and procedures and use the best training methods for a specific purpose or audience.
7. Work with each department to create their training schedule and content.
8. Gather and evaluate information from employees and management on previous training to identify weaknesses and areas that need additional training.
9. Recruit and train Trainers, delegate training tasks to the Trainers and evaluate

- performance.
10. Market company training opportunities to employees and provide information on benefits to encourage participation.
  11. Inform employees on scheduled training and track their progress.
  12. Leading programs to assist employees with transitions due to technological changes, acquisitions and mergers
  13. Setting up leadership development programs for entry-level employees
  14. Conducting orientation programs and arranging on-the-job training for new hires
  15. Create a curriculum to facilitate strategic training based on the organization's goals.
  16. Collaborates with subject matter experts to develop training materials and assist in the presentation of the training.
  17. Modifies and designs training materials and designs examinations and/or simulated activities to test trainees' mastery of the training content.
  18. Proactively identifies and advises management of opportunities for improvement in branch staff knowledge, training, development, and performance.
  19. Promotes the bank's philosophy and values and encourages teamwork by providing support throughout the organization.

## **CONTACTS**

Daily contact with branch employees, supervisor, co-workers, other bank departments and managers. Frequent contact with senior management. Occasional contact with auditors, examiners, vendors and suppliers.

## **SPECIFIC REQUIREMENTS**

1. Knowledge about traditional and modern training methods and techniques
2. Exceptional organization skills, leadership and interpersonal skills.
3. Strong track record in developing and executing successful training programs
4. Knowledgeable about learning management systems, instructional design and e-learning platforms.
5. Ability to plan, manage time and multitask effectively
6. Strong verbal and written communication skills
7. Excellent time management skills, public speaking skills, problem-solving skills and both verbal and written communication skills

## **PREFERRED REQUIREMENTS**

1. Bachelor's degree and/or teaching certificate
2. Minimum 2 years of experience as a trainer/facilitator
3. Previous experience in a strategic Learning and Development role
4. Effective provider of training and coaching to internal staff.
5. Comprehensive knowledge of banking rules and regulations.

## **PHYSICAL REQUIREMENTS**

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment. Occasional lifting

and carrying of objects weighing up to 15 pounds. Motor vehicle travel between bank locations may be required.

**NOTICE**

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

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Employee

Department/Division Manager

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Date

Date