ADAMS BANK AND TRUST
Job Description

Job Title: Training Coordinator
Reports To: Director of Human Resources
Salary Level: 11
FLSA Status: Exempt
Department: Human Resources

SUMMARY
Under the direction of the Director of Human Resources, the general function of the Training Coordinator is to administer and coordinate operational, compliance, and sales training for all areas of the bank.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for performing a training needs analysis, for determining the appropriate method of training to be used, and for evaluating training methods to ensure goals are met.
- Responsible for implementing a training calendar to ensure timely communication of training programs offered within the bank.
- Responsible for maintaining a library of training books, videos, and audio tapes and making them available for check out where appropriate.
- Will assist with preparing and monitoring the training budget.

Coordinate teller operations as follows:
  a. Provide technical and procedural support for the Teller software system. Request improvements as needed from the software vendor.
  b. Ensure existing policies and procedures are applied uniformly at all locations and implement new policies or changes to existing policies as needed. Update documentation of policies and procedures as needed.
  c. Ensure compliance with federal and state regulations.
  d. Develop and implement teller training programs relating to products and services offered, software systems utilized by tellers, regulatory requirements and internal policies and procedures.
  e. Serves as a resource to teller supervisors identifying opportunities for improved services. Coordinate shared staffing between locations. Coordinate and prepare agendas for regular meetings with teller supervisors.
Coordinate retail customer service operations as follows:

a. Provide technical and procedural support for the Bank’s software system. Request system improvements as needed from the software vendor.
b. Ensure existing policies and procedures are applied uniformly at all locations and implement new policies or changes to existing policies as needed. Update documentation of policies and procedures as needed.
c. Ensure compliance with federal and state regulations.
d. Develop and implement customer service representative training programs relating to products and services offered, software systems utilized by Personal Bankers, regulatory requirements and internal policies and procedures.
e. Serve as a resource to customer service representatives identifying opportunities for improved services and identifying needs from the Operations departments. Coordinate and prepare agendas for regular meetings with customer service representatives.

Develop and administer operational training programs for all bank staff including those relating to general banking (Banking 101), host application software, office productivity software and others as needed or identified.

Assist the Director of Human Resources as needed.

Maintain confidentiality of customer and employee information.

**NON-ESSENTIAL DUTIES & RESPONSIBILITIES** include the following. Other duties may be assigned.

Maintain education and professional expertise through attendance at job related seminars, conferences and workshops.

**SUPERVISORY RESPONSIBILITIES**
Directly supervises the Training Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**
Bachelor's degree (B. A.) from four-year college or university in the field of business, or four to five years banking experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public both face-to-face and over the telephone.
MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages. Ability to apply concepts of basic algebra and.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES
Must have the ability to operate the following equipment: telephone, PC and printer, copy machine, and fax machine.

Must have working knowledge of spreadsheet, word processing, and database software programs.

KEY CONTACTS – Internal and External
Extensive contact with Senior Management.
Contact with Lending Assistants in matters pertaining to loan accounting, processing and other support operations of the lending function.
Contact with business organizations, accountants and attorneys regarding lending policies and practices.
Contact with customers regarding originating, closing and servicing loans.
Has moderate contact with political officials, city officials, industry, trade and community groups regarding current business activities, opportunities and problems.

CERTIFICATES, LICENSES, REGISTRATIONS
Valid driver's license.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk; sit; and use hands to finger, handle, or feel. The employee is occasionally required to stand; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

COMMENTS
Position may require some overnight travel to attend various training or educational programs. Position requires the ability to work before and/or after normal business hours.