

## **Operations Development Coach – Job Description Summary**

Operations Development Coach is primarily responsible for developing, managing, and implementing the various coaching programs within the operations business units. Providing guidance and support to the operational coaches (lending, retail Sales, customer services contact center and cash operations) on how to effectively coach to performance, reinforce training, participate and deliver training, on-going feedback and technical support to new and existing staff.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment