

## **Training Specialist I – Job Description Summary**

Responsible for administrating and coordinating the development, implementation, and updating of training programs for all new hire and customer service positions. Ensures that new hire and member service functions are performed in accordance with established policies, procedures, and regulations. Presents new hire, compliance, and customer service training sessions at on-site training area and branch locations, updates and develops new training programs to meet current needs, and coordinates resource center functions to provide effective branch support. Evaluates and recommends updates to branch operations' policies and procedures and conveys and clarifies related information to branch personnel and management. Provides career counseling and direction to assigned employees. Performs customer service functions as necessary and completes miscellaneous duties as assigned.

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