



JOB DESCRIPTION

Training Administrator

Queenstown, MD

SUMMARY: This position is 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 Compliance Manager will identify and monitor training needs in the organization, and design, plan, and implement training programs to fulfill those needs.

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 required
- 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

PHYSICAL DEMANDS:

- Frequently required to stand, walk, sit and utilize hand and finger dexterity.
- Mobility sufficient to perform activities required of position, including travel to branch locations.
- Occasionally required to lift up to 25 pounds.

Please email resume or completed application to HR@queenstownbank.com.

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