

BAC COMMUNITY BANK

Job Title: Training Administrator
Reports To: Product Administrator
FLSA Status: Non-Exempt
Department: Product Management

Category: Professional
Supervisory Responsibilities: None

Summary:

Responsible for the coordination of employee and management training programs. Assesses training needs, designs/develops training materials and programs to develop employee skills and knowledge of bank's policies and procedures and products.

Essential Duties and Responsibilities:

- Manages the training function and oversees design of training material
- Researches, writes and creates new training material
- Develops, analyzes and evaluates training requirements
- Evaluates and updates training programs for regulatory and compliance requirements.
- Develops and implements training specific to bank processes
- Prepare Training Reports for Compliance Committee
- Conduct Workshops and Mystery Shops
- Serves on task forces and committees as assigned
- Administrator of Certification Program
- Maintains library of bank policies, procedures and reference materials
- Formats and updates policy, procedures and reference materials as requested by authors.
- Ensures regulatory compliance as applicable

Competencies:

- Level 1 (See Competency Document)

Qualifications:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements as documented 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.

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- **Education/Experience:** 2-year degree in applicable discipline and 5 years applicable experience or equivalent combination of education and experience
- **Language Ability:** Must possess ability to read, write and understand English. Strong oral and written communication skills are a must in combination with the ability to explain complex bank functions within the scope of job functionality.
- **Math Ability:** Ability to understand and apply mathematical concepts such as profit/loss, debits and credits and other math skills as required in banking. Must possess ability to interpret financial information.
- **Computer Skills:** Must have strong knowledge of Word, Excel and Outlook. Position requires detailed knowledge and understanding of the bank's internal software applications and capabilities. Must be adept at accessing and utilizing information necessary to perform job functions.

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 sit, use hands to finger, handle or feel and to talk and to hear. The employee is frequently required to reach with hands and arms. The employee is frequently required to stand and walk.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision and ability to adjust to focus requirements.