



JOB DESCRIPTION

JOB TITLE: Learning and Development Assistant
DEPARTMENT: Human Resources
REPORTS TO: Learning and Development Specialist/Talent Management
FSLA Status: Non-Exempt

POSITION SUMMARY: Assists the Talent Management and Training Department with the administration duties associated with individual, team, department and bank wide learning and development. Responsible for taking and prioritizing all inquiries for the department and responding as necessary. Must have strong written and oral communication skills as this position is often communicating on behalf of others. Must be flexible and willing to change directions as necessary as this is a very fluid department focused on helping other achieve success.

PRIMARY ACCOUNTABILITIES AND RESPONSIBILITIES: (95%)

1. Receives all communication incoming and outgoing for the training department and processes accordingly. Coordinates calendars for the department and schedules appointments for virtual training sessions, onboarding, and classroom sessions with the participants, facilitators, and host locations. Processes all invoices and maintains the training budget reports and prepares monthly updates for the department. Process all credit card statements for the team and ensures timely delivery of all administration tasks.
2. Makes all travel and hotel accommodations as necessary for training events. Ensures all training sessions are prepped for accordingly – all supplies are ordered, coordinated, and delivered; meals are ordered and delivered accordingly for onsite training; travel as needed to help execute the planning of any onsite training. Prepare and mail/deliver all onboarding materials, including onboarding boxes, name plates/tags, and business cards.
3. Serves as the online training platform expert (Oncourse Learning) – can assign learning plans, pull reports, and stays current with course offerings. Sets up new employee training plans within the database and evaluates the courses assigned by job description yearly. Launches learning plans each calendar year and communicates when platforms are available. Provides quarterly and yearly reporting in order to maintain compliance standards.
4. Register participants for all external learning opportunities upon approval (NBA/CBA/KBA Schools, Graduate Schools of Banking, NBA Leadership, ABA Webinars etc....) and track progress accordingly in their personnel file. Keeps training pipeline current as directed by the Talent Development Officer; who is next in line for schools based on career path and development.
5. Coordinates periodic review of training support documents with department heads and functional leaders. Supports the creation of supplementary learning materials – PowerPoint presentations, task check lists, SOPs, etc.... Is proficient at using Microsoft Teams and assists in the support call group for the entire bank. Maintains the training directory in AskAdam ensuring content is current and applicable.
6. May assist in routine HR administration as well. Serves as a backup for data input, report reconciliation, filing, invoice processing, expense report generation and phone support. Confidentiality is always a priority.

SECONDARY DUTIES AND RESPONSIBILITIES: (5%)

1. Assists Director of Human Resources as needed.
2. Other duties as may be assigned.

The statements contained in this job description describe the general nature and level of work being performed by the person accepting this role. "Secondary Duties and Responsibilities" are considered incidental or secondary to the overall purpose of the job. This job description does not state or imply the only duties and responsibilities assigned to this job. Employees holding this job will be required to perform any other job-related duties requested by management. All job requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ROLE QUALIFICATIONS:**Education**

- Associates Degree from two-year college in the field of instruction or teaching (education)

Experience

- 3-4 years of administration experience
- 1-2 years of banking experience
- Or equivalent combination of education and experience

Other Skills/Characteristics

- Presentation skills
- Communication Skills
- Organizational skills
- Ability to comfortably utilize various technology platforms
- Teaching/training skills
- Budget/Expense Tracking
- Detail Oriented

Performance Measures

- Maintains confidentiality of customer/employee information
- Executes communication timely and in accordance with professionalism standards
- Processes administration tasks timely and accurately.
- Consistently delivers high level of customer service in a friendly and proactive manner.

By signing below, I acknowledge I have read and understand the Job Description above.

Employee Signature _____ Date _____