



Training Specialist

MidUSA Credit Union, a \$211 million financial institution in Middletown, Ohio, is seeking a Training Specialist.

The MidUSA Training Specialist is responsible for organizing and conducting training programs for the Credit Union. This position will cultivate employees' professional growth; improve overall employee effectiveness/performance through the application of dynamic and learner-centric training techniques; and will assist with the culture initiatives of the Credit Union. The Training Specialist will also work closely with the President & CEO to identify Board / Volunteer related training. This position will ensure that ongoing programs reflect the strategic priorities and core values of the Credit Union and will be responsible to develop, organize and update training manuals as needed.

Training Specialist responsibilities include:

- Assist Managers in identifying company and individual training and development needs, while conducting and overseeing the development and tracking of comprehensive training plans, schedules and training materials in various formats for each individual team member
- Training of the MidUSA brand, culture and organizational values with all new and current employees
- Coordinate and conduct training sessions in areas such as new employee orientation and on-boarding; products, services and procedures; use of the computer and telephone system; compliance / regulatory requirements; job enrichment; refresher training; and skills necessary for employees to achieve outstanding performance levels
- Assist in the development of training opportunities and solutions for MidUSA Volunteers and Board Members (as needed)
- Expand, develop, plan and help lead all company meetings to include required routine electronic and onsite company-wide meetings
- Evaluate training programs and services, providing recommendations and suggestions for improvement
- Identify and verify a process to ensure that department procedures are current and that MidUSA staff is properly educated on the use of these procedures
- Maintain knowledge of MidUSA products and services as well as policies and procedures
- Attend ongoing educational opportunities to stay abreast of changes in the industry, systems, products, services and policies

Training Specialist qualifications include:

- Must have excellent written and verbal communication skills and the ability to speak and write clearly and effectively to achieve the desired effect in a variety of communications settings and styles.
- The ability to effectively prioritize tasks to use time efficiently
- Strong interpersonal and public speaking skills
- Good organization and analytical skills
- Computer proficiency with Microsoft Office including Word, Excel and PowerPoint, internet and email
- Ability to facilitate using a variety of methods
- Bachelor's degree in training, education or related field preferred, or equivalent through a combination of experience and training
- Minimum two years in a consumer-oriented financial institution a plus
- Experience in developing training materials and working in a training environment preferred

Position offers a variety of benefits including health, dental, vision and more! In addition, MidUSA offers an attractive 401(k) plan. Apply online through this post on Indeed or send a resume and cover letter to MidUSA Credit Union, Attn: Human Resources, 3600 Towne Blvd, Middletown, OH 45005. No agencies please. MidUSA is an equal opportunity employer.