**Dollar Bank**

**Professional Development Specialist**

Applicants must apply directly through our website: <https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25950&siteid=5192#jobDetails=532593_5192>

Under the direction of the VP of Professional Development, the PD Specialist performs the general duties of coordinating core curriculum programs and delivering relevant material for instruction.  In addition, this position is responsible for demonstrating the Excellence of Dollar Banks Customer Service philosophy by participating in and practicing the disciplines and behaviors expected of an employee at the Bank.

**QUALIFICATIONS:**

* Associates Degree in Education or related field required.  Will consider commensurate experience.
* Minimum 1 year of relevant work experience in training or educational processes to include design, delivery and   evaluation of core curriculum programs.
* Excellent facilitation/presentation skills required.
* Experience as a back end user with Learning Management Systems and Computer Based Training preferred.
* Working knowledge with Powerpoint, Excel and Microsoft Word.
* Sales Training experience a plus.
* Excellent written and verbal communication skills
* Project management, time management and superior organizational skills a must
* Demonstrates critical thinking skills

**PRINCIPAL ACTIVITIES / OBJECTIVES:**

The PD Specialist is expected to support and enhance Dollar Bank’s values and comply with Dollar Bank’s policies and procedures while instructing trainees and demonstrating the following duties:

* Provide quality customer service to all internal and external customers.
* Adhere to and teach the operational procedures that have been put in place by the bank.
* Provide input and evaluation on the design, development and delivery of entry level retail educational programs offered to new hires, regardless of position.
* Review entry level courses to ensure core curriculum programs are current and relevant.
* Develop and track training data for overall employee development programs.
* Consult with all management level personnel to identify, design, develop and/or administer specialized training for current organizational trends/needs.
* Manage, coordinate and deliver New Hire Orientation training where the culture is further identified and expectations are clearly explained.
* Works on developing advanced skills with intent of taking over teller training programs, projects and trainee’s.
* Develops basic understanding of each core program and is able to determine how all retail programs are related.
* Resolves routine questions and problems and refers more complex issues to management.