



**TITLE:** Learning & Development Specialist

**REPORTS TO:** Learning & Development Manager

**PURPOSE:**

The Learning & Development Specialist is responsible for facilitating training for new and existing team members, assisting in the development and delivery of training programs and supporting organizational learning initiatives. This role assists with training needs, develop instructional materials, and evaluate program effectiveness to enhance team member growth and operational efficiency.

**RESPONSIBILITIES:**

- Conducts training sessions for new and existing team members on products, services, policies, and procedures.
- Assists in researching, developing, and delivering training programs, workshops, and learning initiatives.
- Prepares training materials, presentations, and instructional content using effective instructional design methods.
- Coordinates internal and external training opportunities, including logistics, scheduling, and communication.
- Maintains training records, tracks participation, and evaluates training effectiveness.
- Supports the Learning & Development Manager in identifying training needs and recommending learning solutions.

**BSA COMPLIANCE:**

This job requires an understanding of and compliance with the Bank Secrecy Act, OFAC, the USA PATRIOT Act, and related credit union policies and procedures, including the reporting of suspicious activity, including insider abuse, as directed. The role includes the management and support of subordinate team members' responsibilities in these areas.

**JOB COMPETENCIES:**

- Effective Communication
- Organizational & Time Management Skills
- Presentation Skills
- Collaboration & Teamwork
- Instructional Design & Training Performance



**REQUIREMENTS:**

- Bachelor's degree in Communications, Business Administration, Education, or a related field, or equivalent experience.
- 3–5 years of experience in training, learning, and development.
- Financial services experience, including lending and regulatory compliance knowledge, preferred.
- Strong facilitation and public speaking skills for large and small group settings.
- Excellent written communication skills, including the ability to develop training manuals, guides, and instructional content.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) and Learning Management Systems (LMS).
- Strong organizational skills, attention to detail, and ability to manage multiple tasks with minimal supervision.
- Ability to stay current with industry trends and evolving training methodologies.
- Occasional travel may be required for training sessions at various locations.

**WORKING CONDITIONS:**

- Ability to lift 15-20 lbs.
- Ability to sit for long periods of time.

**DISCLAIMER:**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Job descriptions are not intended as and do not create employee contracts. DMCU maintains its status as an at will employer. Employees can be terminated for any reason not prohibited by law.