



**AFFINITY PLUS**  
FEDERAL CREDIT UNION

**Training Manager  
Career Description**

**Affinity Plus Core Values:**

- **Integrity:** We are honest and trustworthy. We are open to new ideas and feedback. We learn from our mistakes.
- **Caring:** We show compassion and respect for people. We treat people with dignity.
- **Excellence:** We strive for the best results and have high expectations. We seek to improve and to have a safe, secure and sound organization.

**Overview of Position**

The Training Manager at Affinity Plus will lead a team of training professionals to successfully develop the core knowledge of new employees and invest in enhancing the knowledge of our current employees. The person in this role will lead the way in elevating the knowledge, confidence and performance throughout the organization, along with developing and executing training plans for new technologies, products, projects and services. The position will also be tasked with creating and maintaining self-service training resources for employees to access in their day-to-day duties to overcome challenges, problems or other situations they may encounter.

**Responsibilities:**

- Develop the strategic vision of the delivery of both trainer-led live training and e-learning to over 500 employees across 28 locations in Minnesota.
- Develop training strategies and implementation plans for new products, services, technology and policies to all employees.
- Create and deliver in-person trainer-led training to both new and existing employees inclusive of culture training, products and services training, technical system training, soft-skill training and service and sales training.
- Lead a team of training professionals through an organizational implementation of a new core system for the over the next 2-3 years' time.
- Build partnerships with areas of the organization to leverage their knowledge and expertise to elevate the training delivery to employees (i.e. Compliance, Risk Management, Branch Services, Phone Services, Marketing)
- Conduct a full knowledge needs assessment to understand areas of opportunity within the space of training and develop plans to fulfill these needs.
- Create a comprehensive plan, in partnership with Compliance, to integrate compliance training into the organizational training the team provides.
- Conduct a training technology needs assessment and make recommendations and plans to implement any new technologies that could compliment or replace our current offerings.
- Prepare and manage department's budget that meet departmental goals and provide for effective management of resources.
- Participate in Project Management led organizational-level projects as a training expert and liaison to further build resources and training delivery to our employees.

**Knowledge, Skills and Abilities:**

- 7+ years of experience in hands-on leading a training department.
- Experience leading training in a mid-size organization with multiple locations.
- Bachelor's degree required; Master's degree preferred.
- Experience with Learning Management tools and platforms.
- Ability to think strategically in the development and implementation of training business plans which align with organizational goals and culture.
- Ability to effectively coach, lead and motivate other to achieve results.
- Strong analytical thinking and problem solving skills.
- Ability to manage multiple priorities and demands.

- Critical thinking in making sound business decisions on behalf of the organization.
- Stellar verbal and written communication skills.
- Excellent change management skills with the ability to collaborate and influence.
- Strong budgetary skills with the ability to manage costs and optimize resources.
- Ability to make formal presentations on a variety of work-related topics on a regular basis required.

**Workplace Environment:**

- Sitting 70-75% and Standing 25-30%
- Working at a computer 90% of the day
- Some travel to our greater Minnesota branches will be required
- Bending, twisting, kneeling, stooping or crouching when appropriate, on occasion
- Repetitive movements, including but not limited to typing, usage of mouse, phones, etc.
- Lift, carry, push or pull up to approx. 30 pounds (supplies, etc.)

Apply online via online application: <https://recruiting.ultipro.com/AFF1003/JobBoard/2779593b-5dc6-4190-9b84-70ac10a54489/OpportunityDetail?opportunityId=7c1ec9c6-6fc2-40d7-bad4-69c322d14833> or visit our job board at <http://www.affinityplus.org/careers/>.