Waukesha State Bank

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Training Manager
Training Department

Full-Time, Exempt	The Training Manager is responsible for oversight of the Training Department, including the following key responsibilities:
Job Duties:	• Develop, schedule and conduct classroom and online training programs to enhance employees' knowledge and skills in a variety of areas, including technical/procedural, customer service, sales, banking regulations, and both bank-wide and department-specific software • Evaluate effectiveness of training courses on an ongoing basis and work with subject matter experts throughout the bank to ensure training materials are up-to-date, compliant, and continue to meet the needs of the organization • Provide daily direction, supervision and mentorship to the Training Specialist, as well as periodic training, guidance and support to the Teller Mentor Team • Maintain training records for all bank employees and provide reports as needed to document compliance with regulatory requirements • Coordinate usage of the Training Room and training equipment • Additional projects and responsibilities as assigned by VP-Manager of Human Resources
Job Qualifications:	• At least 3 years of retail banking experience, including new accounts and consumer lending responsibilities • Bachelor's degree or equivalent in education, communication, business, or other related field • Experience with formal group training or classroom presentations as well as one-on-one training/mentoring • Proficiency with a Learning Management System as well as (need Sheri to give me names of programs used to for online training currently) • Exceptional written and verbal communication skills, including the ability to communicate effectively with employees at all levels of the organization • Excellent organizational skills and ability to work independently • Desire to work in a community bank and represent WSB in a professional and ethical manner at all times

If you have an interest in or would like more information about this position, contact Human Resources at (262)549-8500 or HR@waukeshabank.com.

Excellent Benefits • Equal Opportunity Employer