



## **Human Resources and Development Specialist**

The Human Resources and Development Specialist will design, direct and lead the expectations and learning experience within the Citizens Bank organization. This leadership opportunity will include development, implementation, monitoring and maintenance of a formal new employee orientation program, in addition to introducing new enhancements to employee positions, initial sales and service training, monitoring new employee technical training, and all follow up sales and service training and technical training on an ongoing basis at all bank locations.

### **Primary Responsibilities**

- Place ads for open positions on Social Media and other job sites, incorporating our culture expectations prior to the employee being hired.
- Post job openings internally to give existing co-workers the opportunity to interview for open positions.
- Assist in interviewing potential employees as needed.
- Design and implement a new hire orientation program.
- Design and implement a formal teller and CSR training program.
- Develop and implement ongoing sales and service training that will include monthly meetings with branch managers and staff at each location.
- Assist with the development and implementation of new job titles, job descriptions and pay grades.
- Implement a new Performance Management system, utilizing software that allows for input of individual employee goals to align with bank goals, and develop procedures for follow up and evaluation.
- Observe and analyze similarities and differences in processes and procedures within our different locations, to eventually develop and implement homogenous processes and procedures across all channels, with continuous follow up to ensure adherence.
- Collaborate with subject matter experts within the bank, as well as external partners to identify training needs and continuing education opportunities.
- Continuously monitor training programs and their effectiveness through follow up visits with previously trained staff to assess their level of competence; perform corrective actions accordingly and as needed.
- Develop and maintain annual calendar of key training objectives and deadlines.

- Assess the ongoing product knowledge, policy and procedures, client service and cross selling needs of the bank.
- Monitor and evaluate the training program's effectiveness, success and ROI periodically and report on them quarterly at board meetings.
- Develop or enhance written training materials, in addition to assisting in the development and implementation of workflow systems.
- Assist in the development, training and usage of the Intranet among employees.
- Develop and implement a 90 and 180-day new hire follow up monitoring system to measure effectiveness of initial training and needs analysis for ongoing training.
- Maintain contact with department supervisors and branch managers to monitor changes in policies and procedures for follow-up training.
- Develop and implement exit interviews.

### **Desired Skills/Experience**

- Minimum of 3-5 years' experience in a supervisory or managerial role.
- Experience in creating innovative, high impact learning experiences.
- Strong leadership skills.
- Proven record of successful customer service and sales training.
- Strong background in community involvement.
- Exceptional consultative, collaboration and influence skills at all levels of the organization.
- Skilled at building and managing relationships with senior managers as well as entry level co-workers.
- Strong written and oral communication and presentation skills.
- Power Point, Excel, Word.
- Experienced record of ability to teach and motivate.
- Human Resources knowledge helpful.

### **Qualifications**

- Bachelor's degree or higher in a business or HR related field.
- 3-5 years' experience in banking, consulting, HR or training related field.