



Bank Training Coordinator

Job Classification: Full-Time, Exempt

Reports to: Chief Operations Officer

Position Summary

The Bank Training Coordinator is responsible for administering and overseeing the Bank's training program, delivering effective and engaging classroom and virtual instruction across a broad range of subject areas. This role involves the design, implementation, and management of training initiatives that enhance employee performance while ensuring compliance with all applicable banking regulations. The position also requires close collaboration with department managers to assess organizational training needs and to develop targeted learning and development plans for teams and individual employees.

Principal Duties and Responsibilities

To perform this role successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skills and abilities required and may not include all responsibilities that the person in this role may be asked to perform. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrate comprehensive knowledge of banking products, services, procedures, retail operations, and regulations
- Exhibit exceptional verbal and written communication skills to effectively deliver training and communicate with internal and external stakeholders
- Develop and implement annual training plans for management, loan and deposit personnel, human resources, customer support, and other operational areas.
- Design and develop training programs that ensure regulatory compliance while supporting employee growth and development
- Select and apply appropriate training methods or activities including simulations, mentoring, on-the-job training, and professional development programs.
- Conduct organization-wide training needs assessment to identify skills gaps and learning opportunities
- Apply established instructional design principles and remain current on emerging training methodologies and best practices
- Create and deliver engaging training materials, including presentations, workshops,

and role-playing exercises

- Evaluate instructional effectiveness and measure the impact of training on employee performance and key performance indicators.
- Collect and review participant feedback following training sessions to support continuous improvement
- Administer the Learning Management System (LMS) including evaluating platform capabilities and obtaining comparison pricing to recommend the most effective solution for the bank
- Manage, maintain, and track employee training progress through LMS and e-learning platforms
- Maintain and update the Teller & Customer Service Representative (CSR) procedures manual with most current information to comply with Bank Policies and Regulations
- Supports lending staff by assisting with development and documentation of procedures for Consumer and Commercial lending
- Facilitate “train-the-trainer” sessions for internal subject matter experts
- Manage and maintain in-house training facilities, equipment, and resources
- Research and recommend innovative training tools, technologies, and methodologies
- Directly supervise training department staff to ensure effective day-to-day operations
- Serve as procedural support resource (help desk) for bank staff
- Coordinate training logistics and implementation for bank acquisitions and new branch openings
- Act as a central liaison for departmental webinar requests and tracking
- Prepare and provide training-related documentation and information for audits, examinations and compliance reviews as requested
- Collaborate with department managers to test and implement new products, services, and procedural changes
- Perform other duties as assigned by bank management.
- Complies with federal and state regulations and all established bank policies and procedures.

Other Responsibilities

- Support and actively promote the Bank’s vision, mission and core values, organizational structure and established policies and procedures.
- Demonstrate strong analytical, observational and sound decision-making skills
- Maintain a high level of focus with the ability to quickly identify priorities, effectively communicate them, and ensure appropriate alignment of resources
- Exhibit exceptional interpersonal and written communication skills, necessary to build and sustain effective relationships with the Board of Directors, executive leadership, employees, and members of the business and civic community.
- Perform effectively in high-pressure and fast-paced environments while maintaining professionalism and composure
- Provides strong, compassionate and visible leadership that fosters trust,

- collaboration, and positive engagement among employees and customers
- Maintain a consistently positive, professional, and ethical demeanor
- Perform other related duties as assigned

Education and Experience

- Bachelor's degree in business, banking, finance, or equivalent work experience.
- Hands-on experience coordinating multiple training events in a corporate setting
- Extensive knowledge of instructional design theory and implementation
- Adequate knowledge of learning management systems and web delivery tools
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate)
- Familiarity with traditional and modern job training methods and techniques
- Experience with e-learning platforms
- Knowledge of recording software tools for creating training content
- MS Office proficiency
- Advanced organizational skills with the ability to handle multiple assignments

Work Environment:

- This is a full-time position in a professional office setting.
- Opportunities for professional development and advancement within the bank.
- A supportive and collaborative work environment focused on community banking and customer service.

Training Requirements

All employees are required to attend scheduled mandatory trainings and complete online regulatory compliance training courses applicable to their specific job function. In all situations, employees must ensure that their actions fully comply with all federal banking laws and regulations, including internal bank policies and procedures. Failure to adhere to these requirements will be grounds for disciplinary action, including probation and possible termination.

Attendance

Punctuality and regular attendance should be regarded as essential functions of any position at Texas National Bank.

Community Involvement

Texas National Bank's Mission Statement includes a commitment to helping our communities grow by serving them with pride and integrity. All employees are encouraged to volunteer for bank sponsored activities, civic, charitable and community events and to be active in the communities we serve.

Management reserves the right to change this position description at any time according to business needs.

Our Hiring Philosophy

Texas National Bank recognizes that the quality of our people is the foundation for our success. Attracting individuals who value a challenging work environment that rewards the contributions of its people is the cornerstone of our hiring philosophy. It is the policy of Texas National Bank to provide equal employment opportunities (EEO) to all persons regardless of age, race, sex, religion, national origin, handicap, marital status, or other attributes not pertinent to the job requirements. This policy reflects our practice of making all employment decisions, from recruitment to promotions, based on an individual's qualifications without discrimination on any basis.