

<b>Position Name:</b>	<b>Technical Training &amp; Process Specialist</b>
<b>Reports To One of the Following:</b>	<b>Senior Vice President, Lending Vice President, Member Experience</b>
<b>Typical Responsibilities</b>	<b>Tasks</b>
In partnership with department leaders, IT, HR, and other relevant stakeholders, review, identify, and map processes, practices, and technology to identify areas for improvement and desired future state; manage policy and procedure updates/maintenance.	<ul style="list-style-type: none"> <li>Continuously benchmark external best practices and anticipate next evolution.</li> <li>Plan a regularly scheduled, structured review of processes, practices, and technology to identify potential areas improvement.</li> <li>Host cross-departmental process improvement sessions to define current and future state.</li> <li>Document and maintain shared library of department processes, policies, and practices.</li> <li>Facilitate a culture and mindset of continuous improvement at the individual, team, department, and organizational level.</li> <li>Update and maintain policies and procedures.</li> </ul>
In partnership with department leaders, IT, HR, and other relevant stakeholders, develop project roadmaps, plans, and dashboards to track and report progress.	<ul style="list-style-type: none"> <li>Develop project roadmaps, plans, and dashboards to track and report progress.</li> <li>Assist with developing and maintaining an operating roadmap to continually improve the department's processes, practices, and tools.</li> <li>Implement and evolve operational metrics to assess service delivery and progress against service level agreements and other key deliverables.</li> </ul>

In partnership with Human Resources (HR) Learning and Development, identify department training opportunities, provide content to develop training, deploy solutions, and evaluate effectiveness in relation to department and organizational performance.	<ul style="list-style-type: none"> <li>In partnership with HR Learning and Development (L&amp;D) and utilizing standardized resources and methodologies, assist with: <ul style="list-style-type: none"> <li>Conducting needs assessments based on leader input to identify performance or capability gaps at the group or department level.</li> <li>Designing content for materials, including documents, storyboards, prototypes, etc. for the participants and instructors by providing job, process, and department specific details.</li> <li>Piloting the development solution.</li> <li>Evaluating the effectiveness of development solutions using the measures pre-defined in partnership with L&amp;D.</li> </ul> </li> <li>Coordinate and lead the final implementation of the department/process/job specific training solution for ongoing delivery and assessment.</li> <li>Coordinate and communicate schedule with participants, leaders, and L&amp;D for effective resource management across departments.</li> </ul>
Facilitate and deliver department, process, and job content specific training.	<ul style="list-style-type: none"> <li>Facilitate and deliver department, process, and job content specific training.</li> <li>Educate supervisors on training purpose and content to ensure they buy into and reinforce the application of training content.</li> </ul>

<p>In partnership with HR Learning and Development, assess existing department training programs to ensure content remains current and the program is delivering the expected results.</p>	<ul style="list-style-type: none"> <li>• Assess existing department specific training and development programs to determine if they continue to meet organizational needs.</li> <li>• Ensure content of department specific training and development programs remains current with laws and regulatory requirements, processes, practices, and technology.</li> <li>• Assist with providing new content to maintain, update, or refresh the existing programs; re-design programs as needed to deliver organizational results.</li> <li>• Maintain communications to reflect current programs.</li> </ul>
<p>In partnership with IT, perform testing on new technology, systems, or upgrades to ensure functionality and accuracy prior to implementation and develop user-adoption strategy.</p>	<ul style="list-style-type: none"> <li>• Follow test script from IT to identify issues with new systems or system upgrades.</li> <li>• Document and report issues to system implementation lead.</li> <li>• Work with IT to develop and deploy a user-adoption strategy.</li> </ul>