

InRoads Credit Union is seeking a full time Training Specialist to join our team in St Helens, Oregon. The position is currently "hybrid", with a remote and in-office schedule. This position comes with a full benefit package including a matching 401k.

At the heart of every InRoads Credit Union position is a relationship built between the you and the members you serve. Transparency, acceptance of individuality, confidence and strong communication skills are necessary. You understand that members trust and rely on your assistance daily. Your goal is to exceed the members expectations in everything you do.

The Training Specialist serves the Credit Union by ensuring that our employees are fully educated and well-equipped to serve the member's needs. They understand and promote InRoads mission, vision, and values. Conducts training across locations for products and services, teller training, computer systems, and more. May assist with the education of member promotions and campaigns.

This role will require a minimum of three years of experience working in the financial industry, preferably in a member facing role or an Associates degree in a related field.

A successful Training Specialist should be equipped with the following:

- Current working knowledge of consumer loan and account products and services offered by the Credit Union is required.
- Possesses a firm understanding of Credit Union philosophy, our organization, bylaws, and operational procedures.
- Minimum of three years of experience working in a member-facing role in the financial services industry is required. Previous experience functioning as a lead or trainer is desirable.
- Excellent written and oral communication skills, including instructional, facilitation and presentation skills. Has a dynamic, engaging presentation style.
- Requires strong interpersonal and communications skills to communicate with employees and develop trust.
- Ability to work independently with minimal supervision.
- Excellent planning, prioritization, and organizational skills and imperative to assess training needs, review/update current training, and develop and deliver new training.
- Ability to maintain composure while under pressure using active listening skills and promoting teamwork.
- Must be reliable in creating highly accurate work results, meeting strict deadlines, with prompt and friendly service delivery.
- Must have the knowledge of or desire to learn instructional design techniques and implement these principals into existing and new training programs. (ADDIE model, blended learning, e-learning, etc.)
- Must have the ability to work a Monday through Saturday schedule and be bondable.

InRoads Credit Union is an Oregon-based not-for-profit financial institution. At InRoads, we are that trusted resource for our members and communities. We're here to deliver the financial expertise our members want and need, from affordable loans and financial resources, to money saving advice and planning. When our members succeed, so does the credit union. Our employees are a vital part of that success. Transparency, celebration of individuality, confidence, the ability to work with members to achieve their financial goals and dreams, and strong communication skills are necessary for any successful candidate.

Together we are InRoads Credit Union.

If you feel a connection to our credit union after reading a little about the position and our organization, and you meet minimum qualifications, submit your employment information (letter of interest, resume and application) as soon as possible. This position will remain posted until filled.

InRoads is an equal employment opportunity employer.