



**The National Bank of Indianapolis**  
**Job Posting: Training & Development Officer**

**A Stable and Growing Employer**

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

**Who We Are Looking For**

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their co-workers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

**How to Apply**

To express interest in an open position at the Bank, please email your resume to [Resumes@NBofI.com](mailto:Resumes@NBofI.com) or call 317/261-3271.

**We invite you to learn more about The National Bank of Indianapolis at**  
<http://nbofi.com/careers.php>

**The National Bank of Indianapolis is an Equal Opportunity Employer**  
**(Minority/Female/Disability/Veteran)**





## **JOB POSTING**

### **Position: Training & Development Officer**

**Purpose of Position:** The incumbent is responsible for the effective development, coordination, presentation and evaluation of training and development programs and/or initiatives within the Bank. The incumbent also ensures adequate monitoring of training performed, not only to ensure regulatory compliance, but also to ensure that career development and staff engagement are realized. The incumbent may mentor/coach less experienced staff, as needed. In performing job duties, the incumbent is responsible for ensuring consistency with the Bank's Culture of Excellence.

### **Essential Functions:**

- ◆ Participates in needs assessment and development of training solutions designed to address those needs
- ◆ Manages the Bank's Learning Management System (LMS) and vendor relationship, ensuring that relevant online course content is accessible, and that records of all training completed, whether within or outside of the LMS, are maintained and current.
- ◆ Assists hiring managers, when requested, to ensure that any training plans needed for new or transferring employees are developed and executed effectively
- ◆ May lead, collaborate or otherwise assist with special training initiatives and/or their implementation; responsibilities may include, but are not limited to, needs assessment, research, vendor meetings, content development, communication strategies, and/or implementation management
- ◆ Provides coaching/guidance to department managers, ensuring they have the tools and resources needed to facilitate timely and appropriate training and/or career development for their staff
- ◆ Coordinates the process for evaluating training vendors and content to ensure that the Bank's training objectives are being appropriately met; may participate in negotiation of vendor fees and/or agreements
- ◆ With involvement by the Staffing Officer, coordinates and implements new employee orientation processes, including periodic orientation workshops and ongoing mentoring processes
- ◆ In collaboration with the Chief HR Officer, develops, maintains and communicates career maps and guidelines for advancement/promotion
- ◆ Responds to general questions and inquiries from staff, providing timely, courteous customer service on a consistent basis
- ◆ May provide career coaching, as appropriate; may provide back-up for other critical HR functions, as needed

### **Requirements:**

- ◆ Undergraduate degree in related discipline, or equivalent combination of education and experience; advanced degree and/or relevant professional certifications preferred
- ◆ At least five years of relevant experience planning, developing, delivering and administering training in a business setting required; prior experience performing some or all of these functions within a bank or other financial services organization is strongly preferred
- ◆ Proven expertise applying adult learning principles
- ◆ Excellent interpersonal skills, exhibiting a high degree of professionalism
- ◆ Excellent customer service skills, with the proven ability to interact effectively with diverse individuals from diverse backgrounds
- ◆ Proven written and verbal communication skills, including the ability to deliver training
- ◆ Ability to analyze and/or evaluate information, both quantitative and qualitative
- ◆ High degree of accuracy and attention to detail; effective problem solving skills
- ◆ Proven ability to negotiate well-constructed pricing agreements
- ◆ Effective use of intervention techniques
- ◆ Demonstrated proficiency with common computer applications