



Position: Director of Operations Training

Status: Full-time, Exempt

Location: California - open

Position Summary:

Self-Help Federal Credit Union (SHFCU), a non-profit community development financial institution, is looking for a Director of Operations Training to join our team. This position will lead our efforts to develop, deliver and administer training for our staff in our 27 branches in California, Illinois and Wisconsin. The focus of this position will be on training for front line staff, as distinct from the management training, on-boarding and other trainings managed and delivered by our Human Resources team.

We have been expanding rapidly and are committed to developing a top rate training culture. We want employees to have access to the training they need to do their jobs, as well as the training that prepares them for greater responsibilities within the organization. Critical to this role is the ability to work with senior management and other Team Leaders to identify and address training needs, as well as leveraging the expertise and skills of employees on and outside the team you will manage to develop and deliver instruction.

Our priority is to identify candidates with a demonstrated commitment to economic development and social justice, and a preference for a diverse and collaborative workplace. Location is flexible among many of Self-Help's California locations.

Responsibilities Include:

- Lead and direct the process of identifying the organization's training needs through consultation with Operations and Branch Management.
- Continually explore and identify methods of delivery that will enhance learning outcomes, which may include the use of web-based, video- and tele-coaching as delivery options, as well as in-person class room training, one-on-one instruction and mentoring.
- Review vendor training materials in order to identify courses that would benefit SHFCU operations staff. Manage vendor relations and contracts related to these programs. Assess the effectiveness of current vendors and compare with additional vendors to ensure the most effective partners are being utilized. Negotiate contracts and monitor expenses against budget.
- Identify and recruit internal content experts and provide guidance on the development of their courses and presentations.
- Lead and direct the development of a standard curriculum for the core competencies for each grade of member facing position; e.g. comprehensive instruction modules for MSR I, MSR II, MSR III and MSR Lead or Supervisor.
- Lead the development and administration of a process for establishing individualized learning paths for front line staff.
- Provide internal and external presentations on program activity. Develop and monitor management reports to ensure that employees are progressing on their learning paths.

- Collaborate with Human Resources Team to ensure that SHFCU is providing its employees a comprehensive and coordinated schedule of trainings.
- Perform other duties as may be deemed necessary.

Requirements:

- Demonstrated commitment to Self-Help's mission to create and protect ownership and economic opportunity for all.
- Ability to work in a collaborative and diverse work environment.
- 5 years' experience managing staff, preferably in a credit union or other financial institution; prior CDFI experience a plus.
- Understanding of basic transactional processes for a financial institution.
- Project Management experience.
- Ability to manage internal working groups and lead through persuasion.
- Ability to effectively plan, organize and prioritize multiple tasks and/or projects to meet deadlines.
- Ability to self-motivate, identify challenges and opportunities and coordinate team responses.
- Ability to develop and maintain credible and trusting relationships with internal and external partners.
- Strong ability to promote Self-Help through writing, presentations and networking.
- Proficiency in Microsoft programs.
- Branch operations and/or consumer lending experience in a financial wellness, community development or financial institution.
- Previous experience in a corporate training environment.
- Undergraduate degree or equivalent related experience; Graduate degree in a related field is a plus.

About us:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 79,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 149,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org with "Director, Operations Training" in the subject line of your message.