



Title: Training Specialist

Type: Full Time, Non-Exempt

Reports to: Chief Program Officer

Position Summary: The Training Specialist will support the implementation of in-person and virtual training services offered through the CBA Training Institute. This position will manage functional logistics of training content production and delivery to CBA's many stakeholders while also contributing to the development and presentation of the content itself.

Essential Duties:

1. Training Services (60%)

- Support the development, management and delivery of CBA's Training Institute in-person and virtual services through:
 - Assisting in the management of CBA's monthly webinar series.
 - Development and implementation of existing and new training materials including Credit as an Asset signature training, webinars, toolkits, tip sheets, and CBA's Credit Strength Framework© and Roadmap©.
 - Development of content for E-learning courses.
 - E-Learning course production through CBA's online platform.
- Lead the coordination and attendee management of training activities, specifically:
 - Administration and attendee management within e-Learning platform.
 - Coordination of web-based training
 - Event coordination and attendee management for onsite training events.
- Manage online and print training materials in order to facilitate the dissemination and updating of training materials and related resources.
- Support administration of Master Trainer programs

2. Training Delivery (20%)

- Delivery of Credit as an Asset trainings and related webinars for members and other stakeholders.
- Support (and lead as needed) grant-funded and other special initiative related events including listening sessions, convenings and focus groups.

3. Institutional Learning, Knowledge Sharing and Partnership Development (15%)

- In collaboration with the Manager, Programs and Stakeholder Engagement:
 - Contribute to and moderate CBA-managed forums and communities of practice.
 - Gather member suggestions and requests for new training materials and webinars.
 - Track field/industry developments and facilitate knowledge sharing amongst staff and partners.
 - Support knowledge sharing among special CBA cohorts including Credit as an Asset Master Trainers and Rapid Response Team trainers.

4. Other duties as assigned (5%)

Qualifications and Essential Skills

Required

- Bachelor's degree in related field
- Experience in financial asset building/financial services/financial capability or related field
- High degree of integrity, strong leadership, analytical, and problem-solving skills
- Excellent communication skills and history of training/facilitation experience
- Passion for CBA's mission, with a commitment to helping community development organizations open doors for low income individuals to build credit and gain improved financial access.
- Flexibility: ability to multitask and respond to rapidly changing demands and priorities, consistent with a small operation.
- Experience with MS Office (Word, Publisher, PowerPoint, Excel)
- High attention to detail and strong ownership of quality work product
- Willingness and ability to travel as necessary

Desirable

- Experience with online learning, WordPress and/or Sensei or other web-based LMS systems is highly desired.
- Experience in credit-building, and credit-related education and direct service.
- Experience with CBA's Credit as an Asset curriculum a plus.

CBA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees