



SE WORKS

JOB DESCRIPTION

Position Title:	BankWork\$™ Instructor
Wage/Hour/Status:	Salaried Exempt / Full-time / Regular
Compensation:	Depends on Experience
Reports to:	Director of Workforce Development

Employee's signature of acknowledgment and understanding of this document:

_____ *Date* _____

POSITION SUMMARY

Under supervision of the Director of Workforce Development, and in coordination with other program staff, the BankWork\$™ Instructor is responsible to recruit participants and provide them with the knowledge, skill set, and mind set required to begin a career in banking/financial services. Utilizing the BankWork\$™ curriculum content and related program materials, teach the program participants the operational fundamentals of branch banking, the features and benefits of bank products and services, strong customer service and client engagement skills, bank product/service sales and internal referral skills, as well as work readiness skills. Provide group and one on one coaching and mentoring to ensure each program participant has the competence and confidence to present themselves as a qualified and committed candidate for entry level teller, customer service representative, and/or personal banker positions. Work closely with bank partners to ensure that we are aware of any changes in branch functional roles/positions, success indicators, and required skills to make sure our graduates are meeting the evolving needs of our bank partners.

SPECIFIC AREAS OF RESPONSIBILITY

- Work as the BankWork\$ ambassador to develop strong relationships with banks, other financial services organizations, job placement agencies, organizations serving veterans/transitioning military and spouses, community organizations and faith based organizations, parent colleges, social media, and all other avenues that can serve as a source for BankWork\$™ program participants.
- Participate in outreach and recruitment efforts to secure participation that meets contracted requirements for each of the four annual cohorts.

- Interview program candidates and administer assessments to determine eligibility for the program. Identify specific areas for individual coaching and mentoring during the course of the program.
- Develop and sustain strong relationships with HR, retail recruiters and line managers at partner banks to ensure pro-active participation in our job fairs, and prioritize BankWork\$™ as a source of candidates for job openings within the banks.
- Provide program participants with individual and group training on all job search related skills; resume, cover letter, online and hard copy employment applications, keys to an effective interview, appropriate attire, timeliness, and follow up.
- Plan and execute a formal graduation and job fair for each session.
- Market graduates to bank partners to optimize placement results.
- Accurately collect, record, analyze, and report/submit all required program and program participant performance data to BankWork\$™ National team.
- Provide feedback to BankWork\$™ National team regarding suggestions on updating and enhancing the program curriculum and all program materials.
- Participate in scheduled program meetings, such as Feedback Sessions, All-Hands conference calls, staff meetings, etc.
- Manage the collection and maintenance of personal/background documentation, contracts and progress reports of program participants.
- Perform other duties as assigned by the Director of Workforce Development and the Executive Director.

POSITION REQUIREMENTS

- Minimum of 5 years of experience working in a retail bank branch in a variety of positions.
- Minimum 3 years of professional adult training experience (trainer, teacher, instructor, or educator).
- Experience in recruiting, assessing, enrolling, career coaching and placing participants/clients.
- Strong customer service orientation and results oriented.
- Demonstrated sales skills.
- Experience engaging employers in order to meet hiring needs
- Excellent communication skills – in person, by phone, and electronically
- Excellent written skills
- Excellent presentation skills
- Excellent time management skills and ability to get the job done
- Excellent computer software skills
- Calm and organized approach to work and deadlines
- Strong problem solving and group work leadership skills
- Ability to interact with people of all ages, styles and cultural backgrounds
- Ability to create strong working relationships with employers and workforce partners
- Excellent organizational and interpersonal skills
- Ability to work independently and as part of a team

ADDITIONAL JOB REQUIREMENTS

- Valid driver's license and willing to use personal vehicle
- Must pass a background check

WORKING CONDITIONS

This position requires frequent sitting, and standing, walking, and use of finger movements; ordinary talking, ability to read/comprehend, write, perform calculations, communicate orally, reason and analyze constantly. The position requires the ability to handle constant interruptions, high stress levels due to nature of work, and requires intensive concentration. A computer and standard office equipment is used daily.

This agency believes that each employee makes a significant contribution to our success. This job description in no way implies that these are the only duties to be performed by the employee. At all times, employees will be required to follow any instruction and to perform any other duties within this or a lower job level upon the request of the supervisor. At times, employees may also be required to perform higher level duties

**SE WORKS
PHYSICAL JOB ANALYSIS**

Position/Title: BankWork\$ Instructor

Continuous: 67-100 % - 6-8 hrs Frequent: 34-66% - 4-6 hrs Occasional: 6-33% - 1-4 hrs Intermittent: 1-5% - Less than 1 hr

Workers can change body position frequently during the course of the workday

Physical Requirements	Continuous	Frequent	Occasional	Intermittent
Sitting Maximum at a time: 2 hours – with interruptions, in adult chair, when performing clerical/administrative duties, conducting phone conversations and interviews, during site reviews, maintaining required paperwork, while performing observation of the work environment, when traveling and during meetings.		X		
Standing Maximum at a time: 2 hours – on surfaces such as carpet, cement or tile; sometimes on grassy or uneven surfaces, while performing trainings, visiting classrooms/center locations, and during travels.		X		
Walking Maximum at a time: 20 mins – on carpet, cement, tile; sometimes on uneven surfaces such as grass and/or gravel, from building to building, on site visits, while running errands and when traveling.			X	
Reaching/Handling Forward and upward arm extension & wrist movement; use of hands and fingers. Moving/storing supplies, repetitive and continuous writing, and computer entry, filing, and organizing files.			X	
Vision Use of VDT, working in artificial lighting conditions, peripheral vision and depth perception, writing and reading, computer entries, observing classrooms and other work environments, and while driving.	X			
Driving Use of feet, hand and eye coordination and related reflexes – sometimes for long distances. When running errands, visiting different worksite locations, attending trainings and conferences.				X
Bending/Squatting/Kneeling/Twisting knees/waist/neck When lifting and handling training supplies/materials, moving and organizing supplies.			X	
Pushing/Pulling Maximum 50 lbs. for short distances – Training supplies/materials.				X
Lifting – 5-25 lbs.			X	
Lifting – 25-50 lbs.				X
Lifting Above Head – 5-25 lbs				X
Carrying for short distances – 10-25 lbs				X

