

Learning Management System (LMS) Administrator

Why Work for Mainstreet Credit Union?

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

Let's Learn About the Job

Position Overview:

This individual's primary objective is to understand the needs of each position and recommend, develop and evaluate appropriate training content and integrate such content within the LMS. This position will serve as an instructional designer and content administrator to the Learning Management System. The LMS administrator is responsible for effective analysis, design, development and evaluation of training content across the credit union. This position will oversee the daily functionality of the system and its integrated tools and software, including responding to and resolving support requests from internal and external users. This position works under minimal supervision and must work closely with executives, management, and internal team members. Fostering relationships across the credit union is critical to the success of this position.

Major Responsibilities:

1. Provide consultative partnerships within the credit union through collaboration with managers, surveys, interviews with internal members, or any other specified means in order to develop and recommend appropriate learning solutions.

2. May perform in-depth needs analysis to uncover learner and organizational needs, identify performance gaps and changes in work process, procedures and technologies.
3. Works closely with management and SMEs to create effective training content and develop appropriate training paths needed for succession planning purposes.
4. Design impactful and engaging learning solutions using eLearning, classroom and webinar formats.
5. Demonstrate high level of expertise in content design on a variety of subjects, using adult learning principals and standards.
6. Provide ongoing support of talent development through the administration of the learning management system; includes setting up new sessions, loading videos, creating exams/test questions, activities and exercises to measure the trainee's learning, assigning courses for completion and any additional systems support as needed.
7. Act as project manager for implementation of learning solutions relative to the LMS; ensures the LMS system continues to function as designed and expected, stays apprised of system releases/updates and maintains proper documentation of processes and setting preferences as needed to establish consistent use of the system.
8. Manage content of our learning management system for accuracy and relevance.
9. Tracks and measures the training progress for all credit union employees; manage training announcements to staff.
10. Support strategic objectives and provides input and content expertise on Learning & Development initiatives as required.
11. Flexible and available to travel to branches and team meetings when needed.

Required Education and Experience:

- Minimum of two (2) years' experience in a training role to include creating effective training materials, delivery of training programs and assessing the skill level of current employees.

Knowledge, Skills and Abilities:

- Trained in CML Sales and Service Strategies (can acquire this on-the-job).
- Expertise of a Learning Management System
- Working knowledge of Articulate Storyline
- Strong technical skills and experience with Excel, PowerPoint and Outlook.
- Ability to understand the functions of many jobs across the credit union in order to create training content needed to perform in such roles; including the products and services offered within the credit union.
- Ability to travel, as often as necessary, to perform the requirements of the position.
- Ability to learn and use all necessary technology required to perform in the position.

- Ability to quickly learn additional computer software systems such as MeridianLink, Episys or other credit union specific platforms.
- Ability to provide learning instructions to large groups of employees via in-person and electronic methods.
- Ability to influence or persuade others under positive or negative circumstances; adapt to different styles; listen critically; collaborate.
- Ability to work with all levels of staff and management and demonstrate critical thinking skills.
- Project management, time management and superior organization skills a must.

Preferred Qualifications

- BA/BS Degree in Instructional Design, Business or relevant field.
- 3-5 Years' experience in a training or development role.
- Knowledge of Credit Union products and services.
- Expertise in Articulate Storyline.

Physical Requirements:

- Occasional lifting, carrying, pushing, and pulling of items weighing up to 20 pounds.
- Sitting for extended periods of time.

Company Overview

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 63,000 members, 12 branches across 9 cities, and a much shorter name!