





Helping customers with their financial needs and leading the way in innovation and responsiveness is the core of CoreFirst Bank & Trust's ("CoreFirst") mission. This philosophy, the CoreFirst Way, has guided the bank well for over sixty (60) years and sets us apart from competitors.

Position Description:	Change Management Analyst		
Reports To:	Director of Transformation & Continuous Improvement	Department:	Business Transformation Office
Supervises:	N/A	Classification:	Full-Time, Exempt

 Hours:	Monday-Friday 8:00am-5:00pm, other days and hours as needed		
 Location:	Headquarters	3035 SW Topeka Blvd. Topeka, KS 66611	
 Role:	<p>The Change Management Analyst will play a key role in helping projects meet business objectives by increasing employee adoption and usage. This position will focus on the people side of change related to the business processes, systems and technology, job roles, and organization structures.</p> <p>The primary effort of the Change Management Analyst will be developing and executing the change management plan intended to minimize employee resistance and maximize employee engagement and adoption of business changes. This will be accomplished through planned communications, training, readiness and adoption surveys, and post-implementation reviews. The Analyst will work to drive faster adoption, higher utilization, and greater proficiency of the changes to support the achievement of business results.</p>		
 Apply:	www.corefirstbank.com/careers		

Essential Functions & Responsibilities:

Project Focus

- The Change Management Analyst will lead organizational change management efforts as a part of the BTO
- The Analyst will have responsibility to one or more work streams, supporting the project teams in integrating change management activities into their plans
- The Analyst may provide direct support and coaching to front-line managers and supervisors to help them direct their teams through the change initiative

Manage Change

- Develop and manage change management approach with a focus on communications and training activities.
- Leads with a process improvement mindset to maximize the effectiveness of resources and systems to attain objectives.
- Identify change risks and develop mitigation strategies. Escalate and make recommendations for timely resolution as warranted.
- Play a central role in helping changes succeed by maintaining the focus and rigor required to support the people side of change initiatives.
- Anticipate, identify, and manage resistance to changes in business processes and systems
- Evaluate and establish end user readiness for change.
- Maintain and refine the change management toolkit and participate in the ongoing development of policies/procedures for the BTO department and project specific efforts.

Change Management & Training Activities

- Lead stakeholder analysis efforts
- Perform and manage change management and training related project tasks.
- Document change management processes and change plans.
- Consult project team members on change management and training related activities
- Work as a team member to execute day-to-day change management and training activities on the project
 - Manage stakeholder expectations and engagement
 - Drive communication efforts related to developing and delivering project communications to the business
 - Work with the project leadership to define a Training Program/Plan that is most effective for the stakeholders
 - Support executing the Training Plan and Training Logistics Management including:
 - Coordination of training material development
 - Registration of training participants
 - Facilitation of train-the-trainer and end user training
 - Tracking of attendance/training completion
 - Administering course evaluation, analysis, and recommendations

Communications

- Lead the development and execution of the Communication Plan
- Actively participate in project meetings and the creation of agenda setting, facilitation of working sessions, and preparing meeting materials
- Provide a two-way communication channel for all project information
- Conduct, assess, and report on surveys for implementation readiness, effectiveness/adoption, and follow-up optimization opportunities
- As part of communication plan, ensure success stories and recognition of completed projects are shared in a timely and appropriate manner

Meeting Participation

- BTO Program Health Meeting to review BTO Operations Report, resolve risks/issues, decision items, and intake/project prioritization
- Weekly Project Status Meetings to present project status report(s) to business owners, project team members, and Director of Transformation. Responsible for maintaining project status report.
- As frequent as daily Execution Team Standup Meetings for business owner, project team members, delivery team members, and handoff partners (as necessary)
- Handoff meetings to HR or SMEs for training and Marketing for communications

Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Experience:	<p>Required Experience</p> <ul style="list-style-type: none"> • Three or more years of experience in enterprise change management • Understanding of how people go through a change and the change process • Experience with large-scale organizational change efforts • Experience and knowledge of change management principles, methodologies, and tools <ul style="list-style-type: none"> ○ Organizational Landscape: experience with analyzing and mapping organizational structures ○ Learning: experience with developing training materials and conducting training sessions during major organizational change initiatives ○ Communications: audience assessment, communications planning and execution, marketing program development, and execution ○ Stakeholder Engagement: experience in mapping governance structures while interfacing with leadership and key stakeholder groups ○ Role Definition: analyze and develop job responsibilities and tasks, accountabilities, and competencies • Acute business acumen and understanding of organizational issues and challenges • Strong Microsoft Office skills (e.g., Word, PowerPoint, Excel, Outlook, Project, Visio) <p>Preferred Experience</p> <ul style="list-style-type: none"> • Familiarity with project management approaches, tools, and phases of the project lifecycle • Financial Services industry expertise
Education:	Bachelor's degree in related field (e.g., business, organizational behavior, or communications)
Skills & Abilities:	<p>Portfolio Management</p> <ul style="list-style-type: none"> • Experience with guiding the people side of a change initiative • Proven ability to perform project work to meet the needs and objectives of the project within scope, timeline, and budget • Issue resolution and escalation skill <p>Communications</p> <ul style="list-style-type: none"> • Produce organized, detailed, and well written reports • Strong presentation, communication, and facilitation skills (i.e., oral and written) • Excellent active listening skills • Ability to clearly articulate messages to a variety of audiences • Skilled in developing and maintaining relationships with peers and leaders <p>Team Engagement</p> <ul style="list-style-type: none"> • Flexible and adaptable - adjust positively to situations involving ambiguity, rapidly changing tasks, shifting priorities, or simultaneous demands • Resilient and tenacious with a propensity to persevere with project success • Develop and maintain strong business relationships with peers • Must be a team player and able to work collaboratively with others • Commit to inclusion and diversity, and openness to new ideas and perspectives • Cultivate unity and enthusiasm within team members and associates <p>Critical Thinking</p> <ul style="list-style-type: none"> • Problem solving and root cause identification skills to assist in formulating recommendations • Aptitude to learn quickly and to rapidly apply new skills to execute project tasks • Make independent decisions in ambiguous situations and provide recommendations
Competencies:	Adherence to CoreFirst Values: Respect, Communication, Integrity, Initiative, and Accountability. A secondary focus on internal and external Customers, Compliance, Ethics, Perseverance, and Time Management is also essential.

Physical: Requirements:	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, and walk. Some light physical effort required.</p>
Travel:	<p>Travel is primarily local during the business day, although some local evening and weekend travel may be expected.</p>
Work Environment:	<p>This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines.</p>
Other:	<ul style="list-style-type: none"> Applicants must pass a drug screen and background checks Internal applicants must meet the minimum requirements of their current job and submit a cover letter and resume via the employee portal
CoreFirst Employment Practices:	<p>CoreFirst provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CoreFirst Bank & Trust complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.</p>

I, _____, acknowledge by my signature below that I have received a copy of my position description.
Print Name

I have read and understand my job duties and responsibilities as _____ (title). I further understand that I am responsible for the satisfactory execution of all the duties described therein, under any and all conditions as described.

I can perform the essential function of this position with or without reasonable accommodations? _____ Yes _____ No

I certify that the information provided above is true and complete, and I understand that if the information provided above is false, it may result in denial of employment or dismissal.

Employee Signature Date HR Representative Signature Date

Revised