

Knowledge Management Specialist

Credit Union: Alabama Credit Union
Region: Alabama
Type: Staff
Contact: Brad Baggett
Email: bbaggett@alabamacu.com
Phone: (205) 960-2794

To apply visit: <https://www.alabamacu.com/careers>

The Knowledge management Specialist administers Alabama Credit Union's Knowledge Management (KM) methodology, administration, and technology to drive a unified knowledge-centric organization, all to meet Alabama Credit Union's organizational priorities and Shared Values. The Specialist aids in the maturation of KM capabilities to achieve a more consistent, efficient, and trustworthy knowledge experience for the organization.

Essential Responsibilities:

Administers the Credit Union's KM portal. Follows a systematic process when working with content owners from all business units to create, maintain, communicate, and update accurate and relevant procedural content. Writes and edits operational procedures, forms, and documents as appropriate. Maintains a systematic approval process to certify content is technically and mechanically accurate. Proofs documentation for consistency, brand, and voice regarding audience clarity (e.g., writing quality, organization, readability and completeness). Cross references content where applicable with web site and external facing content.

Integrates key resources across the organization to focus on knowledge base quality including the monitoring process, content standards, corrective action recommendations and improvement implementation. Leads a Gatekeeping Team to facilitate, manage, and execute new applications, changes, protocols, and deployments. Ensures the health of the knowledge base by applying or monitoring changes in technologies, search capabilities, taxonomy and lifecycle management. Serves as the liaison for vendor relationship in system optimization and communication. Uses dashboards and feedback surveys to measure the effectiveness of knowledge currency. Regularly reports KM performance and user experience to stakeholders.

Champions organization-wide learning by incorporating knowledge base development and utilization into the credit union's business processes. Assures information and resources are available in the right place at the right time to enable informed decisions and to improve efficiency by reducing the need to rediscover knowledge.

Develops and implements a comprehensive approach to educate all staff on KM practices and user interface. Continuously identifies and addresses knowledge gaps with learning opportunities including course offerings to improve team member performance and experience. Serves as a resource for knowledge base questions or needs.

Education/Experience

Demonstrated experience creating process improvement strategies, implementing records and document management and adapting to new workflows during change management. Proven ability to manage content management systems, social intranets, or web-based applications. Broad online / internet knowledge, including best practices, and emerging technologies. Bachelor's degree in Knowledge Management, Instructional Design, Library Science or a related field or previous experience managing Knowledge Management. Experience making good decisions while building consensus within diverse groups. Professional presentation and the ability to maintain a calm demeanor under potentially stressful circumstances. Excellent oral and written communication skills; very good organizational skills; excellent indirect supervisory skills, with the ability to oversee and direct the work of non-direct reports.