

JOB DESCRIPTION

JOB DETAILS

Job Title: Knowledge Base Specialist

Job ID: AO1818

Classification: Administrative Officer R18

Classification Date:
(MM/DD/YYYY)

Branch: Member Services

Unit: MEE-Member Services

Reports to: Assistant Director, Member Services

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

Member Services is comprised of two teams, Member Support Services (MSS) and the Member Services Centre (MSC) who act as the first point of contact for the corporation for members and stakeholders through a multi-channel service delivery model. The Member Services team provides an integrated, consistent and personalized service experience in all interactions with a digital first approach to serving members. Interaction channels include telephone, written correspondence, secure messaging, web chat, co-browse, fax, scheduled appointments and member workshops.

Member Support Services plays an integral role in the member experience as the team responsible for the intake, distribution and imaging of written correspondence and delivering corporate wide front-line services at Reception. The Record Assistant team is accountable for the triage of online, paper and electronic member requests providing case management initiation services for the MSC and Plan Operations branch to support timely pension payments and responses to member and key stakeholders (ie. employers, financial institutions, other pension organizations and beneficiaries). The Client Education Program (CEP) is responsible for delivering province wide member education workshops and employer hosted special events that educates and engages members in understanding their pension plan.

A key deliverable in the 12/21 Strategic Plan, the Member Services Centre delivers reliable, responsive and consistent front-line services (e.g. telephone, web chat, co-browse, scheduled appointments) in all member and key stakeholder interactions (ie. employers, financial institutions, other pension organizations and beneficiaries). Staff are highly enabled with ongoing knowledge and training, quality assurance coaching and feedback, and the tools and technology to meet the changing needs and expectations of members in a modernized service environment.

JOB SUMMARY

The Knowledge Base Specialist is accountable for creating, maintaining, and optimizing a user-friendly contextual knowledge and content management library for use by Operational staff to enhance the delivery of quality services to members, with a long term focus of developing user-friendly content for external use by plan members.

The Knowledge Base Specialist anticipates internal and external needs by interacting with and developing strong working relationships across the Corporation with Assistant Directors, Client Service Managers, Quality Assurance Coach, Client Education Instructors, Senior Communications Advisors, Technical Writers, and Policy branch staff. The Specialist brings strong contextual writing skills to the role and acts as a communication coach for the branch to ensure all written materials are of high quality, consistent and member focused.

The Knowledge Base Specialist is committed to continuous improvement, the development and evolution of the knowledge management library based on their knowledge of daily operational needs, relevant plan policies, and applicable legislation and has the ability to translate formal, complex content into plain language for staff and plan members.

JOB RESPONSIBILITIES

- Create a library of questions and answers with commonly asked members inquiries and providing contextual information to support the contact centre staff
- Incorporate corporate taxonomy into the management of the knowledge base
- Work across the Corporation with others to develop internally-focused operational content that assists staff to provide improved quality services to plan members
- Builds a knowledge management library that improves the accuracy and timeliness of information provided to plan members, in addition to improving interaction handling time and written inquiry standards and content
- Develops material that aligns with the Plan and Member Communications Branch and ensures that all information is consistent with published material
- Works closely with the Quality Assurance Coach to develop material focused on promoting online services

- Acts as a subject matter expert (SME) on the Communication Material Approval Process (CMAP) working group
- Ensure content is accurate, contextual, and relevant in accordance with established approval processes for all internal and external communications material
- Develop relationships with senior stakeholders and functional teams to diagnose and address complex problems through the development of appropriate content
- Build relationships with Member Services and Plan Operations staff, Client Services Managers, Quality Assurance Coach and the communications Team and use their feedback to drive simplicity and usability of staff and plan member focused content and address identified trends or gaps in information
- Develops templates, consistent messaging and text pertaining to responding to member written inquiries
- Make content updates on a timely basis as data and/or business needs change
- Mine and leverage data to drive improvements in content quality, scope, and delivery of output
- Work across the Corporation to understand business needs and be able to prioritize and respond to evolving needs from various stakeholders and project groups
- Conduct regular audits of content library to ensure adherence to content management principles and business rules
- Set and enforce standards for quality, scope, and usability of content
- Offer expertise on projects that relate to delivering knowledge, training, and communications for staff

EDUCATION

Degree/Diploma Obtained

Program of Study

Bachelors

And

A degree in a related field (e.g., Communications, Journalism, English, or business administration) OR an equivalent combination of related experience, education and training may be considered.

EXPERIENCE

Years of Experience

Type of Experience

- 3 years' experience in the following:
 - o Developing written content appropriate to the level of audience
 - o Experience taking complex ideas and concepts and articulating them in a contextual, plain language format
 - o Providing information and services to clients preferably in person and on the telephone
- Experience with enterprise knowledge management tools;
- Experience in a role with a very strong customer and relationship building focus;

KNOWLEDGE, SKILLS & ABILITIES

- Ability to be self-motivated, work independently and have the desire to excel
- Ability to establish and maintain strong working relationships, trust and respect in order to provide superior support to business areas and staff
- Strong analytical skills and the ability to gather information and make recommendations
- Excellent written and oral communication skills with demonstrated proficiency in translating complex content into plain language for operational purposes
- Ability to deliver concise, clear and effective communication both verbally and in writing appropriate to the level of audience
- Ability to plan, organize and coordinate work effectively while dealing with conflicting demands, shifting priorities and deadlines
- Ability to deal with ambiguity and change within a fast-paced environment
- Demonstrate skills and success in process improvement design
- Ability to demonstrate a high degree of initiative and ability to take independent action;
- Conduct business in a confidential nature, using professionalism, tact, diplomacy and good judgment at all times;
- High proficiency with computer software applications (e.g. Microsoft Office including Word, Excel, PowerPoint) and related industry software.

CORE COMPETENCIES

Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
 - Pursues challenging experiences beyond current position to add value in own area.
 - Helps others identify learning needs to meet current job requirements.
 - Provides honest, timely, clear and specific feedback to others.
 - Ensures people are provided appropriate training within available budget and resources.
 - Encourages people to reach their full potential.
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Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
 - Develops procedures and practices to ensure consistent service.
 - Leads or participates in efforts to enhance service delivery systems and processes.
 - Ensures consistency of service experience.
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Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
 - Helps people improve performance to maximize results.
 - Holds people accountable for meeting established expectations.
 - Evaluates progress against established goals and objectives.
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Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
 - Demonstrates confidence in own abilities, views or decisions when challenged.
 - Provides skill, knowledge and talents to resolve complex issues.
 - Fosters trust by communicating consistent, reliable and accurate information.
 - Builds on others' ideas to develop support.
 - Helps others build confidence in themselves.
 - Recognizes the contributions and successes of others.
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Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
 - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
 - Uses sound business sense to make decisions.
 - Considers risks when identifying or recommending options.
 - Provides context and rationale for decisions.
 - Provides information to others to support decision making on complex issues.
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Organizational Focus L2

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.