



Content and Training Specialist

Faulkner Consulting Group is looking to hire an experienced **Content and Training Specialist** to join our consulting team at HealthSource RI, Rhode Island's health insurance exchange. The **Content and Training Specialist** will be responsible for creating all content used in training call center and escalation team staff. In addition, the **Content and Training Specialist** will be responsible for maintaining version control and keeping content of all materials current.

Key responsibilities:

- **Content and Training Creation:**
 - Write a wide range of internal materials including call scripts, user manual, website content.
 - Review system documentation to create appropriate training for the call center and escalation teams.
 - Develop training materials for all call center staff and future hires – including quick reference guides.
 - Identify training and learning needs through meetings with team members at all levels of the organization to determine skill and knowledge gaps along with pain points of organization to conceive and create content that better educates our team.
 - Build online reference library as a comprehensive reference tool for the escalation team and manage updates to this library on an ongoing basis.
 - Write communications for various stakeholders documenting systematic and procedural changes during open enrollment period.

- **Content Management:**
 - Manage the revision process, ensuring all content is up to date and that version control is maintained.
 - Track issues/questions/content gaps with existing materials.
 - Develop and refine processes for updating materials, including creation, tracking approvals, and disseminating updates.
 - Track usage of all materials to ensure consistency across users.

- **Content Delivery:**
 - Deliver Train the Trainer sessions to vendor organizations through meetings and working sessions.

Qualifications/Requirements:

- 3 years of experience in a fast-paced environment developing training content
- BA or BS degree in Knowledge Management, Communications, Library Science, Adult Learning Theory, Education or a related field preferred.
- Excellent interpersonal, verbal and written communication skills
- Excellent organizational and project management skills with experience managing multiple projects with competing priorities
- Proficient in Microsoft Office
- Working knowledge of adult learning theory and training delivery methods
- Experience managing complex content
- Familiarity with healthcare industry required
- Familiarity with federal/state health insurance policy a plus

Competencies

- Thrive in an ever-changing environment
- Ability to multi-task and prioritize effectively
- Excellent written and verbal communication skills
- Ability to articulate clearly in writing and verbally in group settings
- Self-motivated, able to work independently

Logistics:

- HSRI office in East Providence and some occasional travel to other offices for meetings.
- Faulkner Consulting Group is a virtual company, all work is done at client offices

Candidates:

- Check out our website www.faulknerconsultinggroup.com
- Interested candidates should submit cover letter and resume to [hiring@faulknerconsultinggroup.com](mailto: hiring@faulknerconsultinggroup.com)
- Compensation based on experience. We offer competitive health benefits, IRA match, and paid time off.

Faulkner Consulting Group has extensive expertise in the health insurance industry, including commercial and Medicaid benefit design, business model creation, market and financial structure analysis, and implementation of federal healthcare reform.

We bring an analytical perspective to health insurance issues with an emphasis on data-driven decision-making. Our extensive knowledge of recent health care trends makes us an invaluable resource to our clients. We have over 15 years' experience helping clients with business planning, financial modeling, project management, facilitation and basic research and analysis.

Faulkner Consulting Group is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, sexual orientation, gender identity or expression, religion, national origin, marital status, age, disability, veteran status, genetic information, or any other protected status.