



## **Knowledge Management Specialist**

Faulkner Consulting Group is looking to hire a **Knowledge Management Specialist** to join our consulting team at HealthSource RI (HSRI), Rhode Island's health insurance exchange. The **Knowledge Management Specialist** will bring their expertise in all facets of reference and training document creation along with a quick grasp of technical subject matter to support the HealthSource RI customer service team. The **Knowledge Management Specialist** will create meaningful content for future onboarding and enhance system documentation to be used by all members of the Customer Service team.

### **Key responsibilities:**

- Write, review, produce and maintain high-quality technical and program specific content in a clear, accessible way.
- Maintain, update and own the content of HSRI's new knowledge base in MS SharePoint.
- Develop original content for training purposes, including the creation of training videos, presentations, step-by-step reference guides, and other medias for learning.
- Identify and address gaps in technical help and training content and reference guides.
- Incorporate feedback from relevant stakeholders to align content with user needs and product/program goals.
- Edit, clarify, and proofread documents written by others.
- Participate in cross-project and cross-functional collaborations.

### **Qualifications/Requirements:**

- Bachelor's degree or higher in English, Writing, Journalism, or related field, Master's degree preferred
- Three (3) or more years of experience in similar positions creating and editing technical content for adult learning
- Outstanding written and oral English communication skills
- Demonstrated ability, through samples and work history, to serve as a writer and editor with technical acumen
- Experience with SharePoint Knowledge Base including creation, editing and maintenance
- Expert skills in MS Word and PowerPoint
- Experience with adult learning strategies preferred
- Familiarity with health insurance or the healthcare industry a plus
- Experience with MS Teams, Zoom or other remote collaboration tools a plus

### **Competencies**

- Thrive in an ever-changing and fast-paced environment
- Proven ability to meet deadlines
- Able to multi-task, prioritize, and manage time effectively
- Self-motivated, able to work independently

- Strong verbal, communication and written skills.
- Willingness to learn and expand knowledge
- Organizational skills, with strong attention to detail and follow-through
- Strong team player

**Faulkner Consulting Group** [www.faulknerconsultinggroup.com](http://www.faulknerconsultinggroup.com)

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG has expertise in health care payment and delivery system models, including national and local health policy trends, federal and state health program design and state regulatory policy.

**Work Environment**

FCG is a virtual company, all work is done at client offices, in a professional office environment. Due to Covid, all Faulkner employees are currently working virtually from home. We are planning for a September 2022 return to hybrid work, 2 days per week, at our client site in Providence, RI.

**Candidates:**

- Check out our website [www.faulknerconsultinggroup.com](http://www.faulknerconsultinggroup.com)
- Check out the HealthSource RI website <https://healthsourceri.com> to better understand our client.
- Compensation based on experience. We offer competitive health and dental benefits, professional development reimbursement, 401K match, flexible spending account and paid time off.

*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.*