City of Philadelphia
Office of the Managing Director
3-1-1 Knowledge Management Specialist

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The 3-1-1 Knowledge Management Specialist will be responsible for enterprise reporting and support of the knowledge management program for City of Philadelphia's 3-1-1 system.

Responsibilities/Skills

- Provide education and seek buy-in of the knowledge management system by the various constituents.
- Create and maintain knowledge management database (includes directory assistance information).
- Create reports for management of information maintained in the system.
- Serve as first point of contact for employees and management regarding day to day inquiries of the system.
- Carry out training sessions with users, supervisors and manager.
- Work with the internal Information Technology department and the City of Philadelphia technical and support personnel to ensure appropriate set up of knowledge management database.
- Advise management on best practices with competency development and performance management.
- Attendto details and review content of knowledge management to ensure accuracy and applicability.
- Work with employees, teams, knowledge communities and expert groups to ensure appropriate work and experience is submitted for knowledge reuse.
- Serve as point of contact for routine to moderately complex knowledge needs and for deployment of knowledge tools and processes to ensure 311 Contact Center organizational information needs are met.
- Coordinate and maintain routine content, tools, and change management delivery channels for knowledge management environment to ensure consistency across channels.

Experience/Credentials

Applicants should possess the below experience and credentials:

- Bachelor's degree or equivalent combination of education and experience; Bachelor's degree in business administration, computer science or related field is preferred.
- Five or more years of knowledge management or information management experience.
- Experience working with company knowledge assets.
- Experience working with problem management tools and measurement model development.
- Communication skills.
- Organizational skills to balance and prioritize work.

- Interpersonal skills to communicate with various stakeholders.
- Ability to work independently and as part of a team.

Please note that when hired, the successful applicant establish residency in the City of Philadelphia within six months of appointment. Those interested should send a cover letter, resume, and salary requirements via-email. There will be continuous recruiting until position is filled.

The City of Philadelphia is an equal opportunity employer. Employment selection and related decisions are made without regard to sex, race, age, disability, religion, national origin, color or any other protected class. EOE M/F/D/V

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