

Company: Sunshine Coast Credit Union
Job Type: 13 Month FT Term role (with potential for Extension)



KNOWLEDGE MANAGEMENT SPECIALIST

Help Improve our Member Centricity!

We have an exciting opportunity for someone to oversee the creation, distribution and management of our knowledge and employee information systems.

We offer a highly competitive wage, career progression, ongoing learning and development, and an impact on our local community. Join us on the beautiful Sunshine Coast and get the best of both worlds – a relaxing lifestyle filled with recreational activities including boating, hiking, and much more, while only a short 40-minute ferry trip from Vancouver. We are also open to a remote work arrangement.

What You'll Do

The Knowledge Management Specialist oversees the member and employee experience by being responsible for the development, distribution, and effective presentation of knowledge, for use by our Service Delivery and Centralized Services teams. This position will build out and manage the organization's knowledge sharing program to internal (employee) and external (member) audiences, including retrieving, reviewing, evaluating, and redesigning existing processes. Providing employees with technical and member experience support materials, gathering instructional information and insights from experts, and turning it into structured digital material that employees can use. This position will both lead and participate on project teams within the delivery system and the administration support system. This position will monitor and assess Knowledge Management Portal usage to ensure processes and articles meet key performance indicators.

What Does the Ideal Candidate Bring?

The preferred candidate has completed a minimum 2 years of post-secondary education in a general business or technical program along with 2 to 5 years of customer service or operational experience, preferably in the financial industry. We are looking for an individual who would like to grow their financial services career with us. The successful candidate will also be willing to complete the Lean Six Sigma Green Belt and ongoing Salesforce Trailhead education and will be creative, self-motivated and have excellent communication, time management and prioritizing skills.

About Sunshine Coast Credit Union (SCCU)

For 80 years, Sunshine Coast Credit Union and their members have been helping build a healthy, strong, vibrant Coast community. We are a full-service financial institution with assets exceeding \$850 million, serving 17,600 plus members in three growing coastal communities in British Columbia. Sunshine Coast Credit Union is committed to enriching the financial well-being of our members and our community.

How to Apply

If you are interested in this exciting opportunity, please submit a current resume and cover letter in confidence to: yourfuture@sunshineccu.net. The posting is open until filled. *We thank all candidates for their interest, however, only those selected for an interview will be contacted.*

An exceptional career & vibrant lifestyle. Have it all at Sunshine Coast Credit Union.