Knowledge Management Coordinator
Allstate Insurance
Northbrook, IL US

We are looking for an experienced professional to become an integral part of the Allstate Brand Operations team, serving as a Knowledge Management coordinator who can mature KM capabilities, strengthen the KM governance framework, and support the designing, building, operation, and maintenance of enterprise portals, websites, and knowledge bases for the organization. This position will be responsible for aiding in the delivery and governance of knowledge management and the implementation of an organization wide KM practice.

The ideal candidate has a Bachelor's degree and at least 1-3 years experience using content management systems, social intranets, or web based applications and will have a broad online / internet knowledge, including best practices, emerging technologies, usability, accessibility, social networking, multimedia, and blogs. This position requires excellent written/verbal communication, strategic planning, and organizational skills and the ability to think creatively about collaboration, knowledge sharing, and employee engagement.

This new role will aid in the implementation of the strategy and execution to achieve a more consistent and efficient knowledge experience for our organization. The immediate area of focus will be on the implementation of a KM methodology, governance of the practice and tools/technology needs to drive a unified knowledge-centric organization. Critical to this role will be integrating key resources across the organization to focus on knowledge base quality including the knowledge monitoring process, content standards, and recommending and implementing corrective action & improvements.

**Responsibilities**

* Assist in the development of a robust and flexible KM Program
* Define the requirements to measure the effectiveness of the KM programs and track the metrics
* Monitor measurement practices and provide data/reporting through dashboards to senior leaders.
* Provide training on KM concepts and methodologies
* Develop and execute mentoring and knowledge transfer programs to include sustaining and improving knowledge retention
* Manages project plans and schedules with multiple milestones & development approaches
* Prioritizes initiatives with timelines and communicates decisions on work that is in or out of scope
* Documents and communicates status, issues, and risks in a timely manner to stakeholders and senior management
* Work with diverse virtual teams to solve complex problems in Knowledge Management
* Consult with clients to scope and implement appropriate and effective knowledge capture and sharing activities
* Document and share learning – ensure requirements, lessons learned, and best practices for Knowledge Management activities are clear and documented
* Ensures the health of the knowledge base by applying or monitoring changes in technologies, search capabilities, taxonomy and lifecycle management
* Educate and coach management and facilitate the change to a knowledge based organization

**Qualifications**
* Bachelor's degree or related experience required
* Experience working in knowledge management including strategy, systems, processes, and procedures.
* Project management skills or experience
* Passionate can-do attitude to assume full ownership and delivery of projects and programs.
* Strong organizational and strategic planning skills
* Proven track record of delivery on time and within budget.
* Demonstrated proficiency using Excel and Microsoft Suite of products
* Familiarity with SharePoint 2010/2013 and Web 2.0 technologies (wikis, blogs, discussion boards, communities of interests, etc.)