Knowledge Management Specialist (Organization)
Bain & Co
US-MA-Boston or
US-IL-Chicago

Knowledge Specialists play a critical role in supporting Bain’s ability to deliver outstanding results for our clients. Knowledge Management is critical to harness the best of our consulting staffs’ individual and collective expertise, and to make it available to our broader firm. This position is a full-time role supporting the Organization practice area. Our preferred locations are Boston or Chicago, but we are open to considering other US offices as well, especially where other Knowledge Specialists are present. This role reports into the Americas Practice Area Manager, currently located in San Francisco, but entails working very collaboratively with other team members located in Boston (Global Practice Area Director), London (EMEA Practice Area Manager), Brussels (Knowledge Team Leader) and India (Senior Knowledge Specialist, Knowledge Associate, the dedicated BCC team).

We are looking for an individual who has a strong interest in organization related topics, and can run our end-to-end knowledge management processes, play a leadership role in coordinating with other practices, and can work closely with the entire Organization practice team on projects supporting practice operations and product development.

The role is similar to other Knowledge Specialist positions at Bain (core responsibilities of which are listed below), with a few notable exceptions:

Responsibilities:

- **Coordinates and manages the capture and sharing of Bain’s knowledge base within the Americas, occasionally helping with other regions as appropriate**
  - Captures case-related information from client development and case team efforts into Bain’s global Intranet platform. This includes the capture and processing of case summaries, proposals, case examples, capability and product insights, tools and templates, as well as the meta-tagging of case information to facilitate user searching
  - In collaboration with the dedicated BCC team, interfaces with teams to help collect data that will feed into Bain’s org analytics database, in particular items such as org-related benchmarks, cost/productivity ratios, spans and layers company data, org diagnostic data
  - Contacts client case teams and practice affiliates to understand work and solicit best content to fill ongoing practice content needs
  - Coordinates with other Knowledge Specialists to identify cross practice content priorities and works as part of a team to capture and codify materials
  - Contributes to periodic product updates: identifying priority Bain cases, executing research and analysis, codifying case examples and packaging insights
  - Helps create and package content and insights in a manner consistent with Bain’s professional standards guidelines
  - Manages, designs and maintains capability area Practice site(s) on Bain’s Intranet; ensures newest cases and insights are represented; identifies content gaps
Reviews Knowledge Management and other relevant progress metrics to improve how Bain captures and shares its intellectual property (IP)

- Helps identify leading Bain experts & develop credentials materials on key topics within the practice area
- Conducts external market research to identify key trends, issues and players as relevant to the product portfolio

- Provides support to Partners and other members of the consulting staff on selling and serving activities
  - Helps arm client development and case teams with the “latest and greatest” Bain capability and industry perspectives
  - Assists with proposal development in select situations e.g. credentials

- Supports the Practice Leader, Practice Area Managers and Knowledge Team Leader as they develop Practice Strategy and manage Practice Operations
  - Coordinates development of the annual practice strategic plan and budget
  - Tracks and analyzes underlying drivers of practice revenue growth
  - Supports content planning and logistics for annual practice meetings
  - Assists with practice affiliate communication including the preparation for experience sharing calls and newsletter publication
  - Supports Bain brand building efforts as needed (coordinates with Marketing)

- Serves as a member of Bain’s global Product, Practice & Knowledge team according to Bain’s Operating Principles:
  - Contributes as a member of a larger team (e.g., participates in Product, Practice & Knowledge group projects, training, experience sharing, mentoring and other initiatives, etc.)
  - Regularly communicates issues and progress to Practice Area Manager(s) and other relevant team members
  - Demonstrates flexibility with the changing demands of industry, the org practice team, commercial demand for varying products
  - Liaises with others as necessary, including members of the global services department

- Supports new product development and deployment efforts as needed
  - Ensures internal teams have best content at the beginning of the effort
  - Communicates key needs of the market based off of internal demands of the Practice
  - Manages all the new content processing and updates to Intranet
  - Helps to ensure that the commercial deployment plan is executed with success

Qualifications:

- BA or equivalent undergraduate degree required with strong academic credentials; MBA would be a bonus
• 3+ years experience in a professional services firm environment with exposure to one or more of the following functional disciplines: knowledge management, consulting, talent management, organization and development, change management
• Attentive to detail and very organized
• Passion for business issues especially related to organization design
• Intellectual curiosity and thirst for learning
• Results focused
• Ability to self-motivate and work semi-autonomously
• Excellent written and verbal communication skills
• Strong presentation skills – ability to communicate with senior business executives
• Strong problem solving and analytical abilities
• Superior customer service attitude and ability to contribute on a team
• Strong proficiency in Excel, Microsoft Power Point, and Word