

## Knowledge Management Specialist I-258043

Federal Reserve Bank of Atlanta

**Primary Location** GA-Atlanta

**Full-time / Part-time** Full-time

**Employee Status** Regular

**Overtime Status** Non-exempt

**Job Type** Entry Level Job Type

**Travel** No

**Shift** Day Job

**Job Sensitivity** Tier I - Non Security Sensitive

### Position Summary:

Under limited supervision, responsible for the daily operations, technical services, and administrative functions of the Knowledge Center. Assists with the maintenance of library specific systems that customers use to access self-service tools. Conducts customer support interactions, analyzes trends in customer inquiries, and contributes to the development of recommendations to solve problems or improve services. Develops, documents, and follows efficient processes so that materials can be quickly and easily accessed. Participates in the provision of research services. Must exemplify standards for customer service, responsiveness, team and client collaboration, and work quality.

### Key Responsibilities:

- Conducts basic research in response to internal bank requests and reference needs for phone and web public inquiries, referring them for in-depth research services when needed. Assists and fulfills customer requests for articles, archives, Interlibrary Loans (ILL) & approves new monograph acquisitions. May perform due diligence searches and other delegated research requests, and participate in daily news production rotation.
- Manages and updates electronic journals; manages the local aspects of our cataloging consortium participation, maintains serials management system; communicates and monitors subscription changes to vendors and adjusts system records accordingly. Maintains and organizes all physical collections, mail, and support for effective and efficient services. Processes and maintains routed materials for customers.
- Creates content for the unit's web pages, including on-line tutorials and/or other interactive web tools for customers, working in collaboration with KIM colleagues.
- Assists in the daily operation of the archives in accordance with current archival standards and the established archive policies and procedures. Provides information or materials in response to customer requests, and monitors approved access to the collection. Assists in creating descriptive finding aids.
- Contributes to communications plans in support of department initiatives.

- Contributes to metric reporting with usage statistics from various sources. Develops mechanisms to gather customer feedback and monitor effectiveness of products and services and adjusts accordingly.
- Responsible for the expansion of skills and continuous improvement. Pursues training in an effort to remain current and proficient in areas of expertise. Maintains current awareness on emerging technologies, library and archival standards, and Federal Reserve System trends as they pertain to information services, delivery, resources and management.

**Education:**

- Bachelor's Degree; Master's Degree preferred (MLS or MLIS)

**Experience:**

- Less than two years

**Knowledge Area/Technical Skills/Certifications and Licenses:**

- Current library technologies
- Automated library systems
- Electronic Resource
- Management Systems, HTML, SharePoint
- American Library Association accredited degree

**Individual Competencies:**

- Demonstrates Self-Awareness
- Problem Solving
- Action-Oriented
- Collaborates
- Communicates Effectively

*This is not necessarily an exhaustive list of all responsibilities, duties, performance standards or requirements, efforts, skills or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g. emergencies, rush jobs, change in workload or technological developments).*

*The Federal Reserve Bank of Atlanta is an equal opportunity employer.*