



JOB DESCRIPTION

Knowledge Associate

POSITION TITLE: Knowledge Associate

OVERVIEW OF THE ROLE:

- Support the Knowledge Director in knowledge management activities, which involves capturing and maintaining intellectual capital generated across Everest's consulting, research, and business development activities
- Support consultants and researchers, located globally, in their efforts to search and locate specific information or data
- Support consultants and researchers in their efforts to standardize and improve the quality of the documents for compliance with Everest formatting standards
- Facilitate training programs to improve level of awareness of knowledge available within Everest
- Support and eventually own various activities related to information services (maintain and work to enhance the quality of databases)

RESPONSIBILITIES:

- Work closely with the Knowledge Director, to proactively collect, synthesize, and make available relevant knowledge
- Manage various processes that facilitate knowledge capture and sharing
- Maintain and enhance Everest style guide - formats and standards of writing documents, through the Visual Arts team and assure adherence to such standards
- Oversee the administration of the knowledge management system, including ensuring strict version control, posting new materials, and identifying areas needing improvement
- Support individuals and groups in their searches for specific material/information retrieval
- Conduct search for materials available in public domain that can be considered useful to Everest, i.e., news articles and other materials related to outsourcing
- Support Everest's training efforts by providing assistance in creation of training material
- Create and facilitate training programs to improve the level of awareness of knowledge and information available within Everest
- Support maintenance of existing service lines and databases of market information
- Proactively think of ways to maximize the use of the data for analysis, etc.

REPORTING RELATIONSHIPS:

- Reports to: Knowledge Director

SKILLS/COMPETENCIES:

- Strong organizational skills for structuring and maintaining information
- Strong attention to detail and ability to consistently motivate others to ensure sufficient



attention to detail

- Intellectual curiosity for learning about new areas and helping others learn
- Ability to service and appropriately prioritize multiple, simultaneous requests for assistance
- Ability to work under pressure and handle quick turn-around times
- Expert capability with Microsoft PowerPoint, Word, and Outlook; proficient with Excel. Interest in identifying how better utilization of existing tools or new technologies can improve the impact of Knowledge Management
- Ability to learn SharePoint (Microsoft's packages knowledge management tool)
- Self-motivated, proactive, and able to prioritize and work independently
- Ability to manage and follow-through on multiple simultaneous efforts by appropriately prioritizing and managing different efforts
- Must be conscientious and able to help ensure that content is published on a timely basis
- Overall, passionate about the knowledge management function in a professional services organization

EDUCATION/EXPERIENCE:

- 3-4 years of work experience in knowledge management with a top professional services firm
- MBA or Masters in Commerce/Economics/Business Economics from a reputed institute
- Knowledge of outsourcing a plus, but not essential