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**National Association of State Workforce Agencies (NASWA)  
Center for Employment Security Education and Research (CESER)  
UI Integrity Center/Knowledge Management & Library Services Specialist**

**Background on NASWA**

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, DC, and US territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

**Background on UI Integrity Center**

The NASWA Unemployment Insurance (UI) Integrity Center is charged with assisting states in their efforts to reduce improper payments and fraud in the UI program. The Integrity Center accomplishes this by developing and delivering various products, tools, and services to each state; including the National Integrity Academy, Integrity Data Hub, and Integrity Knowledge Exchange.

**Background on the Knowledge Exchange Library (KxL)**

The Knowledge Exchange Library's digital collections are developed and maintained in accordance with the Library's mission "to facilitate ease of access to research, materials, and other resources for state unemployment insurance agencies." The Library functions as a dynamic and organized repository of information that supports efforts to prevent, detect, and recover UI improper payments.

**Brief Overview of the Position**

The Integrity Center seeks a Knowledge Management & Library Services (KM&L) Specialist to support the Knowledge Exchange Library. The KM&L Specialist will champion the integration of practices that support knowledge capture and transfer, collaboration, and knowledge sharing so that the collective knowledge and experience of the workforce community is shared and applied more intentionally and strategically by State staff, partners, and other relevant stakeholders.

**Roles & Responsibilities**

- Develop tools and training to support the library's change management process (e.g. utilization of new library platform, revisions to standard operating procedures, etc.)
- Advise on best practices for knowledge sharing activities including webinars, blogs, videos, podcasts, and e-newsletters.
- Assist the Digital Library Technical Specialist with daily library operations, including: reviewing library administrator reports (link checker, chat, usage statistics, etc.) and addressing any issues identified therein; reviewing, adding, or removing library content; providing technical, research, and reference support to library users.
- Assist the Digital Library Technical Specialist with the continuous curation of resources for the Library. This will include seeking and identifying resources of interest, and ensuring that all needed permissions are in place. This also will include assisting with the process of developing resources for the library.

- Support the development of UI toolkits for use by State staff.
- Support the development of the team's outreach and knowledge management strategy, and the KxL Strategic Plan (ensure alignment and cohesion across NASWA/IC's different strategies and support implementation and adaptation of those strategies).
- Revise reporting templates, review M&E indicators, and contribute to the development of a knowledge exchange annual performance report.
- Identify linkages between the work of the Knowledge Exchange and Library Services team and other NASWA/IC operating units, engage with other NASWA/IC knowledge and learning platforms, and work with staff to ensure representation in relevant NASWA groups (Steering Committees, working groups, etc.).
- Collaborate with the Academy team to align with and provide sufficient support for online, virtual, and in-person trainings and other learning events.
- Work with subject-matter experts and State Liaisons to solicit, develop, design, and publish knowledge assets in both written and multimedia formats.

### **Education and Experience**

- Bachelor's degree required
- Fluency in English language, grammar
- 8-10 years relevant experience
- 4+ years specialized experience in knowledge management role
- 2+ years specialized experience in library services role (i.e., Librarian, Library Assistant, etc.)
- 5+ years specialized experience in training facilitation (for in-person and virtual learning settings)

### **Competencies**

- Demonstrated experience in developing, applying, and supporting successful knowledge management and organizational learning practices, processes, and policies.
- Ability to maintain a knowledge database and coordinate the flow of information across the organization.
- Demonstrated experience operating as a successful and collaborative team member in a variety of organizational cultures.
- Demonstrated experience working in diverse environments and taking into account differences in culture, ability, access to resources, and other factors.
- Demonstrated ability to work well under pressure, successfully balancing competing priorities and demands.
- Demonstrated experience developing 508-compliant resources.
- Experience with library chat technology (LibAnswers with LibChat (by SpringShare) preferred).

### **Skills**

- A successful candidate must have strong interpersonal, organizational, facilitation, collaboration, and oral/written communication skills.
- The candidate must be reliable, able to adapt, work well on a team, and able to work well under time constraints and in a remote/virtual working environment.
- Must be able to apply knowledge management principles to real-world situations.



- Computer proficiency is required. Knowledge of MS Office products, Google Suite, Zoom, Skype for Business, project management software and tools is required.
- Ability to use popular video editing software (VideoScribe, Camtasia, etc.).
- Must be comfortable with learning new and emerging technologies.

### **Job Details**

- Location: Remote/Virtual, Anywhere in the U.S.
- Title: Knowledge Management & Library Services Specialist
- Report to: Project Manager, Knowledge Exchange Library
- Term: Full-time – Position is fully funded and is contingent on continued funding
- Salary: \$70,000
- Travel Requirements: Some travel required (approximately 10-15% of time)
- **How to Apply:** Submit cover letter, resume, and 3 professional references to: [jhawkins@naswa.org](mailto:jhawkins@naswa.org). **Applications will be reviewed on a rolling basis with a deadline to apply by May 17, 2019. The position will be filled as soon as a well-qualified person is identified.**

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