



Documentation Specialist

Fox Communities Credit Union is a \$1.5 billion in assets community based credit union serving over 100,000 members at 22 locations. We take pride in being a progressive, member-owned, full service financial institution dedicated to serving the community.

We currently have a career opportunity for a Full-time Documentation Specialist at our Corporate office in Appleton, WI!

The role of Documentation Specialist at Fox Communities Credit Union is to improve employee effectiveness and compliance through creating and maintaining documentation of policies and procedures consistent with the Credit Union's philosophies, priorities, and goals. The focus of this role will initially be assisting in our Branch Operations and Lending departments but will evolve to include all areas of our organization.

Responsibilities and expectations of this position will include but are not limited to:

- Research and collaborate with all departments to understand procedures and process flows to be able to convert them into formalized procedural documents.
- Write, maintain and update easy to use reference material to ensure consistency and compliance.
- Assist in defining templates to produce high quality documentation in a standard format that is easily understood by all audiences.
- Analyze and organize existing procedures for all departments. Ensure procedures are properly shared and tagged on the intranet or knowledge management system. Develop and implement standards for the electronic file structure and change control procedures for all documents and materials.
- Ensure all new rules, procedures and regulations are converted into process documentation for affected departments.
- Create guidelines and ensure they are followed for updating procedures and that all modifications are approved by the appropriate process owners.

Candidates for this position should possess:

- Three to five years of experience as a Technical Writer and/or Documentation Specialist in a regulatory heavy industry.
- Associates degree in specialized course of study preferably with a focus on communications/technical writing.
- High degree of flexibility to evolve with the role.
- Exceptional writing, editing and communication skills.
- Strong interpersonal skills and ability to translate other's input into documentation
- Ability to work in a collaborative environment and also work independently.
- Professionalism in appearance, dress and attitude is a must.
- Familiarity with Credit Union products and services
- Advanced knowledge of Microsoft Office and Microsoft SharePoint.

Fox Communities Credit Union believes our employees are our most important asset. **We offer a great team environment, competitive salary and an excellent benefit package which includes, medical, dental, vision, life, short term and long term disability insurance, 401k and paid time off!** If you are enthusiastic about a rewarding career with a successful & growing credit union, please complete an online application and/or submit your resume and salary requirements to:

Human Resources. Fox Communities Credit Union 3401 E. Calumet St. Appleton, WI 54915

Email: hr@foxcu.org www.foxcu.org

Equal Opportunity Employer of Minorities, Females, Protected Veterans, and Individuals with Disabilities.

Team Fox Rocks!