

## **Company Overview**

1<sup>st</sup> Choice Savings is a full-service financial institution and cooperative serving approximately 18,500 members across a network of 5 branch locations in Southern Alberta. With assets under administration exceeding \$950 million, 1<sup>st</sup> Choice Savings is a financially strong Credit Union with a promising potential for growth. The organization follows a corporate purpose and guiding principles where the goal is putting the members financial well-being first, above all else.

## **The Position – *Technical Writer***

### **The Purpose of the Position:**

The purpose of the Technical Writer is to create and write technical documentation including standard operating procedures, user manuals, job aids, policies, and training material to support the end users of the organization. This person would be accountable to the accuracy of content and present it in a clear, concise, and easy to follow format while ensuring adherence to industry and regulatory guidelines.

This individual will collaborate with key stakeholders and will be accountable for the research, planning, and writing of standard operational procedures, policies, user guides, and training material.

### **Work Environment:**

This position is structured as a full-time permanent position in an in-office environment located in Lethbridge, Ab.

### **Key Accountabilities:**

- Write easy-to-understand documents (user guides, FAQ, quick start guides, knowledge base documentation, procedures, etc.)
- Create, update and manage business operating procedures, manuals, and policies.
- Ability to create clear, concise, and accurate technical documentation that is easy to understand for a variety of audiences, including end-users where experience may be minimal or high-level experience.
- Create and update technical illustrations, graphics, and job aids as needed.

- Research, plan, and work with subject matter experts to develop technical content that meets the needs of the target audience and ensure that documentation is accurate and up to date.
- Ensuring that documentation meets the company's standards for quality, style, and format and is consistent across all documents.
- Establish and maintain templates to ensure consistency and alignment with digital and printed documents.
- Organizing and maintain documentation using version control systems and document management tools.
- Managing documentation projects from start to finish, including planning, writing, editing, and publishing.
- Reviewing and editing documents written by others to ensure accuracy, completeness, and consistency.
- Collaborate with key stakeholders to maintain and improve a document control and management system.
- Work in close collaboration and alignment with Change Management Specialist and Training & Development Specialist on multiple projects.

### **Skills and Qualifications:**

- Ability to build a strong rapport with key stakeholders.
- Exceptional writing and editing skills with the ability to create clear, concise, and engaging content.
- Strong attention to detail and well organized with the ability to manage multiple projects simultaneously while maintaining project delivery dates by prioritizing.
- Strong writing skills with a background in research and complying with data governance.
- Demonstrated editing skills including proficiency with spelling, grammar, formatting, punctuation, and sentence structure.
- Proficient in Microsoft Office Suite, SharePoint applications, Adobe Acrobat, and desktop publishing software.
- Experience in Financial Institutions would be considered an asset.
- Technical writing experience, completion of a Technical Writing certificate, post-secondary education in English, Communications, Journalism or related field.

For further information on this opportunity or to submit a resume and cover letter, please contact:

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