

Position Plan: Technical Writer

Rekluse Vision:

We, a team of inspired people, create our future through innovation with integrity, passion and excellence.

We create solutions and opportunities to enrich the lives of our customers, Rekluse team, shareholders, partners and the communities in which we live.

Together, we are more than we could be alone.

Position Responsibilities and Objectives:

The Technical Writer will ensure the creation, delivery, and management of high quality documentation and company content. Responsibilities include gathering data, researching, and developing content for use in technical documentation. Technical writing may include the creation of materials, such as manuals, appendices, operating instructions, website content, scripts, public relations materials, and product/company content.

Education and Experience:

Bachelor's or advanced degree and/or related experience.

Skills:

- High level of communication skills (verbal and written)
- Strong project management and analytical abilities
- Strong planning, organizing, and time management skills
- Ability to work independently, take initiative and be resourceful
- Skilled at juggling multiple projects at once, managing last minute requests
- Detail oriented with proven ability to work quickly without compromising quality
- Organizational skills
- Ability to excel in a fast-paced, collaborative and deadline driven environment
- High motivation and self-direction with the ability to work with minimal supervision
- Collaboration mindset and proven team-member interaction skills
- Basic video skills
- Ability to transition from one task to another effectively based on priority
- Willingness to learn professional skills outside of current knowledge
- Experience with all Microsoft Office applications, Adobe products, and InDesign.

Functional Outline:

- Write, edit, and distribute internal and external communications supporting the overall company strategy
- Verbal and written communication to create, edit, and proofread documentation to ensure accuracy, grammar, mechanics, and composition
- Create internal training documentation and customer service materials
- Maintain multiple department documents and ensure document security

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- Conduct research, follow-up, and related activities to ensure successful documentation creation and management
 - Coordinate the effective distribution of technical materials
 - Improve communication efficiencies within the company
 - Create and maintain the information architecture.
 - Determine the needs of end users of technical documentation.
 - Work with engineering staff to make products easier to use and thus need fewer instructions.
 - Use photographs, drawings, diagrams and charts that increase users' understanding.
 - Standardize content across platforms and media.
 - Gather usability feedback from customers including end-users, dealers, distributors.
 - Integrate with Sales and Marketing teams for effective product releases.

Communication Interfaces:

This position reports to the Engineering Manager. This position will also assist with tasks and projects from Marketing, Sales and Operations. Requires significant interaction between all Rekluse team members

Employment Details:

This is an hourly position; rate depends on experience. Hours are generally 8am to 5pm, Monday through Friday.

Physical Demands

While performing the duties of this Job, the employee is regularly required to sit and stand. The employee is frequently required to walk; use hands and have finger dexterity; reach with hands and arms, talk and hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

Work Environment

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The noise level in the work environment is usually moderate. Personal Protective Equipment is required including but not limited to gloves, safety glasses and hearing protection.

We are an Equal Employment Opportunity Employer.

If interested in applying for this position please submit a resume to Amanda Mumford at amanda@rekluse.com