

## **Job Posting: User Experience Designer**

(1 Full-Time Position in Northampton, MA or Rockville, MD)

### **This Is Us**

CommunicateHealth is a mission-based consulting company that helps public and private sector organizations simplify health information. We design health care services, personal health tools, public health and emergency communications, and innovative interactive media. We employ a talented team of plain language writers, communication researchers, designers, developers, and usability specialists dedicated to creating health information and services that are attractive and easy to use. We're committed to making a difference in the world and in the lives of our employees. Check us out at [www.communicatehealth.com](http://www.communicatehealth.com).

### **This Is You**

We are looking for a UX geek and creative thinker who enjoys solving information architecture and usability problems. You excel at translating user research findings into meaningful products, tools, and websites and have experience leading UX design strategy and direction. You enjoy working independently and collaboratively, have experience giving and receiving feedback, and have outstanding organizational skills and attention to detail. You understand and appreciate the importance of making health information easier to understand and use.

### **Responsibilities**

- Develop task flows, annotated wire frames, wireflows, user requirements, and other UX design deliverables
- Implement UX strategy and design direction with minimal oversight on multiple projects



- Define product requirements and specifications and adjust as necessary based on client feedback and user research findings and recommendations
- Assist with conducting usability research, as needed
- Translate user research findings (formative and usability) into actionable product design, starting with building a narrative, and carrying through the completion of the development process
- Work collaboratively with researchers, designers, writers, and developers on information architecture, user interaction, tool building, and content strategy
- Interact with clients to explain recommendations and facilitate understanding of next steps
- Stay up to date on UX best practices and share knowledge with staff and clients

## Qualifications and Skills

- Degree in a related field such as communication, human-computer interaction, information design, graphic design, or other related social science
- Minimum of 3-5 years of relevant professional experience
- Experience developing product requirements including site maps and annotated wireframes
- Experience drafting and finalizing client-facing reports and deliverables
- Familiarity with federal plain language guidelines, Section 508 compliance, and best practices in usability and UX design
- Ability to “think on your feet” and come up with creative and appropriate solutions
- Ability to work well in teams with other highly-qualified professionals in a relaxed, culturally-diverse environment

## How to Apply

Please send cover letter, resume and link to online portfolio (or 5 samples of your work) to [admin@communicatehealth.com](mailto:admin@communicatehealth.com) by September 7, 2017.





CommunicateHealth is committed to workplace diversity and providing equal employment opportunities for all qualified applicants and employees. We offer highly competitive salaries.

As federal contractors, we are required to ask applicants to submit a voluntary Demographics form, at [www.communicatehealth.com/company/contact/](http://www.communicatehealth.com/company/contact/). No personnel selections are made based on this information.

