

## Job Posting: Research Associate

(2 Full-Time Positions in Rockville, MD or Northampton, MA)

---

### 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 and user 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 research associate with a strong interest in health communication and the user experience. You have proven experience coordinating research logistics and are excited to support research studies with a variety of audiences and using a number of methods. You enjoy keeping research on schedule and making sure all the details (recruiting, protocols, templates, reports, etc.) are just right. You are a critical thinker and get excited about reviewing data to answer research questions or programming a survey. You enjoy working independently and collaboratively, have experience giving and receiving feedback, and have outstanding organizational and problem-solving skills. You are passionate about making health information easier to understand and use.



## Responsibilities

- Assist team in following established processes for research, including review and approval of deliverables
- Support literature reviews and environmental scans
- Coordinate recruitment and logistics for testing, surveys, and focus groups
- Take organized and detailed notes during primary data collection (i.e., interviews, focus groups, usability testing etc.)
- Take detailed, actionable notes for client and team meetings – ensure next steps are carried out promptly
- Maintain accurate records of interviews, safeguarding the confidentiality of subjects as necessary
- Maintain study/project schedules and timelines
- Support data analysis (qualitative and/or quantitative) under the supervision of senior research staff – contributing to key takeaways
- Draft research deliverables (such as protocols and reports) under the supervision of senior research staff

## Required Qualifications

- Master's degree in a related field — like communication, public health, psychology, human computer interaction, or another related social science
- At least 1 to 3 years of professional experience
- Experience conducting qualitative communication research with diverse audiences
- Demonstrated effectiveness in a research support or coordination role, with an ability to establish and document processes
- 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



## Preferred Qualifications

- Experience providing high-level editing and writing with limited supervision
- Experience drafting client-facing reports and deliverables
- Experience conducting research on behalf of the federal government
- Experience translating technical/medical information into plain language
- English/Spanish bilingual

## How to Apply

Please send cover letter and resume to [admin@communicatehealth.com](mailto:admin@communicatehealth.com).

This is for a full-time salaried position. We offer highly competitive salaries and full benefits.

CommunicateHealth is committed to workplace diversity and providing equal employment opportunities for all qualified applicants and employees.

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.

