Job Posting: Social Media Coordinator
(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 healthcare services, personal health tools, public health and emergency communications, and innovative interactive media. We help clients use social media and other digital outreach platforms to effectively reach and engage with their target audiences about key health topics. We employ a talented team of plain language writers, 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.

This is you
You are a motivated self-starter with excellent organizational skills and a strong interest in health communication. You believe in the power of using social media — and want to use that power for good, like starting conversations about important health issues. Your perfectionist’s eye for detail applies whether you’re crafting a tweet, combing through social media analytics, or capturing meeting notes. You are comfortable holding all the pieces of a project and can follow up on action items with colleagues to see tasks through to completion. In addition, you:

• Can manage multiple social media accounts across platforms, including Facebook, Twitter, LinkedIn, and Instagram — and use analytics as a tool to improve strategy
• Have strong writing, editing, and proofreading skills — and can perform social media, email marketing, and other writing assignments with little supervision
• Are an effective verbal communicator, both in person and by telephone
• Thrive in a fast-paced, collaborative, and flexible work environment and can work on multiple time-sensitive projects with ease

Responsibilities
As a Social Media Coordinator, you will work with the Social Media team to provide support for health communication, content development, website maintenance, and formative research projects. Tasks may include:

- Crafting engaging content for client and internal social media accounts
- Working with our design team to develop visually compelling graphics for social media
- Helping to maintain multiple client and internal social media accounts, including scheduling content, monitoring engagements, and analyzing metrics
- Providing support for related research projects, such as scheduling research participants and taking notes

Coordinate day-to-day activities of projects. Tasks may include:

- Supporting multi-disciplinary teams of writers, designers, researchers, and web developers
- Scheduling client and team meetings
- Drafting meeting agendas and taking meeting notes
- Maintaining project schedules and timelines

Support internal CH work. Tasks may include:

- Helping with administrative tasks around the office, as needed
- Interfacing professionally with high-level clients from federal agencies and private organizations
- Developing marketing and outreach materials for CH’s public health stock photo marketplace, Picture Public Health
- Coordinating internal marketing and outreach activities via LinkedIn

Qualifications

- You hold a Bachelor’s degree in a related field such as communication, public health, English, or the social sciences
- You have at least 1-2 years of professional experience managing a variety of social media platforms, including Facebook, Twitter, LinkedIn, and Instagram
Preferred

• You have experience using social media management and analytics tools (e.g., Hootsuite, Sprout Social)
• You have experience with analyzing social media metrics to inform social media strategy
• You have experience with project coordination, including developing and managing schedules and timelines
• You have experience in office administration tasks in a busy environment with a mix of remote and on-site staff
• You have experience with health communication and/or formative research projects
• You have experience in website content maintenance, including basic HTML and content management systems such as Drupal
• You are familiar with Mac's operating system and software
• You have demonstrated familiarity with health literacy principles

How To Apply

Please send cover letter and resume to admin@communicatehealth.com.

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/. No personnel selections are made based on this information.