

Job Posting: Digital Project Manager

(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 websites, 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.

This Is You

You are an experienced project manager with a proven ability to manage the development of complex websites and digital products with multidisciplinary teams of researchers, writers, designers, and developers. You enjoy working independently and collaboratively, have experience giving and receiving feedback, and have outstanding organizational skills and attention to detail. You are committed to making health information easier to understand and use.

Responsibilities

- Lead the development of digital products with a multi-disciplinary team
- Ensure products are delivered following user-centered design best practices, on time and within scope and budget
- Maintain positive client relationships and provide clients with clear recommendations in plain language
- Keep project teams and clients focused by advocating for end users



- Develop user and technical requirements and specifications and adjust as necessary based on client feedback and user research
- Integrate findings from user research studies into message and product development
- Oversee and inform post-production quality control (QC) processes
- Act as a connector across project teams to integrate project-level lessons learned across the organization

Required Qualifications

- 3-7 years of experience in a project management role overseeing complex development projects, preferably for or within the federal government
- Degree in business, communication, computer sciences, program administration or other related field (Masters preferred)
- Experience overseeing website redesigns using an open source CMS like Drupal or WordPress
- 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

- Familiarity with the nuances of federal clearance processes and security standards
- Familiarity with federal plain language guidelines, Section 508 compliance, and best practices in usability and UX design
- Successful management of federal contracts — including building relationships with clients, managing subcontractors, supporting a project team, tracking actual costs, developing budgets, preparing cost estimates, and forecasting
- Experience with user-centered design, usability standards, and best practices to develop digital products in a health context
- Familiarity with federal plain language guidelines, Section 508 compliance, and best practices in usability and UX design



- Solid working knowledge of common operating systems and software including iOS for Mac. Comfortable with digital-based work, especially digital project management and collaboration tools and video conferencing.

How to Apply

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

This is a full-time, salaried position located in either our Northampton, MA or Rockville, MD office. We are not considering remote staff for this 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 a federal contractor, 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.

