

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 digital project manager with excellent organization skills and a proactive mentality. You manage the development of complex websites and digital projects following the human-centered design process and work 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, governance, and maintenance of websites and digital products with a multi-disciplinary team
- Recommend and evaluate processes to improve internal systems
- Oversee and inform content management system (CMS) configuration and development
- Develop user and technical requirements and specifications and adjust as necessary based on client feedback, user research, and UX best practices
- Create and maintain overarching project plan, timeline, and budget following the



human-centered design process

- Ensure products are delivered following UX best practices, on time, and within scope and budget
- Maintain positive, clear communication with clients and other stakeholders and provide them with clear recommendations in plain language
- Keep project teams and clients focused by advocating for end users
- 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 web development projects, preferably for or within the federal government
- Degree in business, communication, information design, computer sciences, program administration or other related field (Masters preferred)
- Experience overseeing website redesigns using an open source CMS like Drupal or WordPress
- Experience with human-centered design, usability standards, and UX best practices to develop digital products (preferably within a health context)
- 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 migrating content into a CMS
- Familiarity with the nuances of federal clearance processes and security standards
- Familiarity with federal plain language guidelines and Section 508 compliance
- 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

- 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 jobs@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.

