



**Job Title:** Content Designer

**Work Schedule:** We cannot guarantee a specific number of work hours per week. Your work schedule can be flexible, as long as you meet all job responsibilities and attend regular virtual meetings as needed during normal business hours.

**Job Classification:** Non-Exempt

**Primary Location:** Remote Position

### **About Tangible:**

We are a Customer Experience (CX) research, strategy and design firm. We help Fortune 500 and emerging brands design, build, sell and support products and services that people want to use.

### **Content Designer Responsibilities:**

Tangible's Content Designers create compelling and creative written content for various types of media to meet user and business requirements through a combination of research, collaboration, and strategy.

Responsibilities include:

- Designing compelling and effective written concepts, marketing copy, user interface copy, video scripts, emails, and messaging briefs informed by project goals and guardrails provided by producers and clients
- Digest and adhere to existing editorial guidelines, voice and tone guidelines, and messaging/content strategies
  - Assist in the development of new voice and tone guidelines or messaging/content strategies
- Implementing marketing or product strategy through content design
  - Brainstorming, concepting and collaborating with creative team, including client stakeholders and internal and external agency partners
- Collaborating with producers and creative strategists on project needs, deliverables and timelines
- Bringing a positive, inquisitive attitude to every assignment and demonstrating your talents as a creative thinker and an expert in your craft
- Serving as an editorial resource on project assignments, reviewing copy for grammar, punctuation, and style; participating in QA efforts before assignments are completed
- Optimizing existing live content — working alongside analysts and designers to identify opportunities to improve conversion through improved usability

**Skills & Abilities:**



- Proven writing skills in a variety of media and styles, including but not limited to marketing copy (i.e., web pages, emails, video scripts), user interface, style guides, and instructions
- Ability to write compelling content that adheres to client voice and tone guidelines
- Strong relationship management, communication, and interpersonal skills
- Strong collaboration skills – works effectively as part of a virtual team or in person
- Can prioritize concurrent projects and manage time effectively
- Self-starter who can work independently with minimal supervision
- Thorough and organized, with outstanding attention to detail
- Quick learner who can pivot and adapt as client needs change
- Willing to provide and receive constructive criticism and make changes based on feedback
- Ability to keep sensitive client and agency information confidential at all times

**Experience:**

- Must have at least 3-5 years' experience as a content designer / copywriter / editor
- Agency experience preferred

**Education:** Bachelor's degree in a related field or equivalent experience in the industry

**Essential Mental/Physical Functions:**

- Sit or stand for extended periods of time using a computer or phone
- Work alone or with others in an office environment or virtually

**Required Equipment/Software:**

- Tangible provides licenses for the following, as needed:
  - Google Workspace (email, Files, Docs, Sheets, Slides)
  - Harvest time-tracking software
  - Slack, Teamwork, or other team collaboration software
  - Microsoft Office (Word, Excel, and PowerPoint)
  - Apple Keynote
  - Experience with Figma and Mural is a plus
- Personal equipment (computer, phone, other; e.g., tablet) is provided by each employee. Tangible provides a small monthly stipend to support personal devices and internet



costs. Some client engagements will require the installation of key VPN and/or other software.

**We believe in equity in the workplace.**

Tangible is committed to telling diverse stories, reflecting our diverse audiences, and drawing from diverse experiences and perspectives. Tangible is an equal opportunity employer and values equity and inclusion.

If this sounds like you and you are interested, we'd love to hear from you! Please send [jobs@tangible-ux.com](mailto:jobs@tangible-ux.com) the following:

- A resume and cover letter
- 3 references (we will not contact them unless you've given us permission to do so)