



Job Title: Senior 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.

Senior Content Designer Responsibilities:

Tangible's Senior Content Designers take ownership of creating 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
- Digesting and adhering to existing editorial guidelines, voice and tone guidelines, and messaging/content strategies
 - Assisting 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
 - Working alongside research and design teams to determine the best way to structure and produce content to meet the user and business requirements
- Collaborating with producers and creative strategists on project needs, deliverables, and timelines
 - Collaborating with stakeholders to structure, design, and write content
- 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



- Reviewing various content for quality and effectiveness and offering constructive feedback as needed
 - 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 mediums and styles, including but not limited to marketing copy (i.e., web pages, emails, video scripts), user interface, style guides, and instructional copy
- Strategic thinker and problem solver who can identify opportunities for improvement in content by asking questions, researching, and developing solutions
- Ability to write compelling content that adheres to client voice and tone guidelines
- Ability to manage other content designers or the products of other content designers, to ensure consistency across final product
- 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 5-7+ years' experience as a content designer or 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 the following:

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