Content Writer (UX/UI) (US)

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jun 24, 2024
Published : May 24, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

For more than 20 years, PointClickCare has been the backbone of senior care. We've amassed the richest senior care dataset making our market density untouchable and our connections to the healthcare ecosystem exponentially more powerful than those of any other platform.

With Collective Medical & Audacious Inquiry, we've become the most expansive, full-continuum care collaboration network, offering care teams immediate, point-of-care access to deep, real-time insights at every stage of a patient's journey.

For more information on PointClickCare, please connect with us on Glassdoor and LinkedIn.

Position Summary:

A Content Writer provides our customers with a consistent, relevant, and valuable content experience while they engage with our software. They focus on sustaining products that are already established in the market, ensuring that customer communications and product content accurately capture any feature enhancements or changes. This includes writing in-app communications for all product releases, regulatory updates, and sunsetting products.

A Content Writer collaborates with Product Leaders and Engineers to write UI content for sustaining product updates. This includes crafting dialog boxes, microcopy, ghost text, labels, button copy, and toast/snackbar messages. Additionally, a Content Writer takes on the responsibility of managing the content release calendar, writing the technical help files, as well as overseeing the Help Center, Resource Hub, and the Help File build process, including QA, deployment, and release.

Duties and Responsibilities:

•User-centered content writing.

•Create content to meet user needs and make complex language and processes easy to understand. You understand and implement writing style and standards.

•Understand our users and identify who they are and what their content needs are, based on evidence. You translate user stories and propose content writing approaches to meet their needs. You engage in meaningful interactions and relationships with users. You put users first and can manage competing priorities.

•Focus on sustaining products already established in the market to ensure product content and feature enhancements are captured in customer communications and customer product content; For example, in-app assistance, help files, and Resource Hub updates. User focus.

•Understand our users and identify who they are and what their content needs are, based on evidence.

•Translate user stories and propose content writing approaches to meet their needs.

•Engaging in meaningful interactions and relationships with users. You put users first and can manage competing priorities.

•Understanding the importance of Content Architecture and you apply it to your writing to structure content for easy reuse and publishing to multiple platforms, personas, and markets.

•Experience of working in agile, including an awareness of agile tools and how to use them. You can advise colleagues on how and why agile methods are used. You can adapt and reflect and be resilient.

•Relationship management and collaboration. You know how to identify, analyze, manage, and monitor relationships with and between your project teams. You communicate and collaborate with project team members clearly and regularly, clarifying mutual needs and commitments through consultation and consideration of impacts while focusing on user needs.

•Analytical and strategic thinking. You apply basic data analysis to make data driven content decisions. You effectively summarize and share findings. You observe, research, and interpret a subject to develop ideas and solutions. You are comfortable with trial and error, and are capable of quickly analyzing a situation, topic, or problem. You know how to focus on outcomes rather than solutions and activities.

Skills and Experience

•Content Writing background in a product-focused environment. An education/training background, or a bachelor's degree in English, UX writing, technical communications, or journalism.

•Experience writing and structuring language to respond to audience needs, technical communications, instructional, and UX writing.

•Understand how to structure language in both XML and JSON formats.

•Worked in authoring and publishing content management systems (CCMS).

•Background working in agile development with cross-functional teams including Product Management, and Engineers.

•Domain and industry knowledge a plus. Previous PointClickCare and/or EHR equivalent software experience an asset.

•Self-directed and effective working independently and when cooperating with cross functional teams as well as excellent communication and presentation skills.

•Knowledgeable in Paligo, Pendo, Jira, Aha!, Figma, Miro, Smartsheet a plus.

•A portfolio of work you have done. Including instructional documentation.

#LI-MG1

#LI-Remote

It is the policy of PointClickCare to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. PointClickCare welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process. Please contact recruitment@pointclickcare.com should you require any accommodations.

When you apply for a position, your information is processed and stored with Lever, in accordance with Lever's Privacy Policy. We use this information to evaluate your candidacy for the posted position. We also store this information, and may use it in relation to future positions to which you apply, or which we believe may be relevant to you given your background. When we have no ongoing legitimate business need to process your information, we will either delete or anonymize it. If you have any questions about how PointClickCare uses or processes your information, or if you would like to ask to access, correct, or delete your information, please contact PointClickCare's human resources team: recruitment@pointclickcare.com

PointClickCare is committed to Information Security. By applying to this position, if hired, you commit to following our information security policies and procedures and making every effort to secure confidential and/or sensitive information.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits