



Content Production Specialist - Implementations Team

Wildflower Health

Wildflower connects women and families to better care by breaking down silos among providers, payers, and best-in-class partners. We deliver personalized education and calls-to-action that simplify the healthcare journey for families with a combination of human touch and digital tools that fuel the transition from fee-for-service to value-based care models.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care. www.wildflowerhealth.com.

Wildflower Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas.

About the Role

Be part of the dynamic, multi-tasking content production team responsible for implementing clinical content and patient journeys on our expanding mobile health platform.

The ideal candidate will be skilled in content production, content implementation, and content management systems.

As a Content Production Specialist, you'll share the responsibility for adding new clinical content developed by our in-house editorial team and also maintaining our existing digital library of clinical content from third-party vendors.

You'll help build our patient journeys, health risk assessments, and escalation pathways and triggers using the content tools in our proprietary portal and application management system.

You'll contribute to the success of our solution at launch by ensuring your parts of the project are delivered on time, to specification and meet Wildflower Health's quality standards.

You thrive in a startup environment of competing deadlines and are unphased by frequent change. You are tech-curious with a passion for learning and mastering new tools. As a natural problem solver, you have a knack for troubleshooting technical issues and will always stick with problems until a solution is reached.

When needed, you may also share in the responsibilities of setting up, maintaining, and updating custom content and configurations for our new and existing portfolio of payer, provider, and employer clients.

While this role may engage your strong writing and editing skills, it is primarily focused on content production.

Key Responsibilities

- Partner with our content leads to add new content and maintain existing content on our platform
- Execute on project requirements for building our patient journeys and clinical content library
- Support the implementation of surveys, intake forms, and health risk assessments
- Support client content implementations as needed; write, edit, configure and customize client content as needed
- Work cross-functionally across remote teams
- Resolve issues that surface during our rigorous internal and user testing to ensure final implementation meets Wildflower Health's quality standards

Ideal Candidate

- Bachelor's Degree or higher
- Ideal Experience: 2+ years in content production for a healthcare technology company or related field
- Proven content production experience at a high level of accountability; experience in life sciences, health/medical content or other healthcare technology business is highly desirable
- You pay meticulous attention to details and deliver consistent and reliable results
- Demonstrated ability to handle high-volume content production; prioritize deadlines and effectively manage multiple tasks simultaneously
- Superior problem-solving abilities; adept at diagnosing and troubleshooting issues that are often technical and complex in nature; motivated to learn about and master new tools and technologies
- Flexible and open to changes in role and responsibility, as is the norm in a fast-paced startup environment

- Excellent communication skills; fearless about asking questions; able to strike a balance staying with problems to the end vs. escalating issues early to keep a project on its timeline
- Proficiency in Excel, Word, and Google suite required; experience using content management systems. Content management and configuration is done using our proprietary tools and training is provided
- Self motivated and requires minimum supervision; highly proficient at working independently and collaborating within a (remote) small-team environment
- Knowledge of Pregnancy and Women's and Family health a plus
- Strong writing and proofreading skills

Location

This is a remote position.

How to Apply

To be considered, please email your resume, cover letter, and salary requirements to jobs@wildflowerhealth.com.