

WEB TOOLS PROGRAM ASSOCIATE

Organizational Profile

The Health Assistance Partnership (HAP) is seeking to hire a Web Tools Program Associate. HAP, a project of the non-profit Families USA, works with the nation's 54 State Health Insurance Assistance Programs (SHIPs) to build their capacity to efficiently and effectively educate and counsel Medicare beneficiaries about their health care benefits and coverage options. SHIPs are federally funded state programs that rely heavily on volunteer educators and counselors to deliver individualized services at the local level.

Position Description

This position reports to the Senior Program Manager of Web Tools and responsibilities will include:

- Provision of user support and customer service for a suite of web-based tools offered by HAP
- Acting as a liaison between end users and software engineers to determine future feature development for the web-based tools
- Creation and delivery of trainings for SHIPs and their partners on the web-based tools
- Monitoring and developing strategies to encourage tool use within local communities
- Creation of documentation for web tools
- Creation of monthly progress reports for clients
- Creation of html mockups
- Performance testing for web-based tools
- Conducting project evaluations

Requirements

Requirements for candidates include:

- Strong interest in applying technology to promote meaningful social change
- 1-2 years experience in project management
- Very strong attention to detail and organizational skills
- Solid foundation in MS Office suite and willingness to learn new applications as necessary

- Willingness to think outside the box and the ability to be a team player
- Excellent customer service skills and experience working with non-technical users
- Strong writing skills

Preferred skills include:

- Knowledge of project evaluation
- Database design
- Knowledge of html

While technical skills in database design and development and html are a plus, this position is first and foremost a position to ensure that users of HAP's tools are completely satisfied and enthusiastic. This is a high energy position for someone looking to gain more experience in the world of nonprofit technology assistance, nonprofit management, and managing technology projects.

Salary is commensurate with experience. Generous fringe benefits are provided. Some travel may be required.

Interested candidates should send a cover letter and resume by June 15 to infohap@hapnetwork.org with the subject line: Web Tools Program Associate.

EOE/AA