

Title: Web/LMS Content Manager
Reports to: Senior Director of Education & Design
Job Type: Full Time
Location: Remote, with some travel expected for MAG events
Application: For consideration, submit applications [here](#).

Job Summary

The Web/LMS Content Manager requires high productivity and high responsiveness to inquiries and stakeholder needs, excellent resolution skills and ability to self-assess shifting priorities to ensure obligations are met. This role requires the ability to communicate challenges or technical information in a non-technical manner to management and internal content/business owners and stakeholders is important.

- Self-starter with an ability to collaborate in a team environment.
- Excellent communication skills both written and verbal.
- Excellent time management skills and meticulous attention to detail.
- Effectively work in a fast-paced environment with frequently changing priorities, deadlines, and workloads.
- Meet established deadlines and handle multiple customer service demands from internal and external customers, within set expectations for service excellence.
- Effectively communicate and provide customer service to internal and external customers.
- Work independently to manage multiple assignments while keeping content owners informed of the progress.
- Think globally and understand how content edits on one area of any web property may impact other areas of the site and/or related media.

Responsibilities

The Web/LMS Content Manager responsibilities include, but are not limited to, managing content updating or editing for other digital projects; effectively managing updates to achieve business goals and priorities; and proficiently and succinctly ensuring updates/edits are made in adherence to documented guidelines and expertise.

- Manage content projects and keep business owners informed of the progress of requested updates.
- Implement updates, validate the look/ feel, edit content within the content management system and LMS.
- Perform website/LMS edits (basic HTML) ensure proper location, look, feel and functionality, or digital content.
- Work to capture goals and needed revisions or new site pages/sections for website and LMS.
- Post documents to both website/LMS and sends all required notifications.
- Implement requested updates to widgets, pages, LMS and create/publish new pages or site sections.
- Ensure posted content follows standards, Style Guide, writing style, grammar, punctuation, and spelling.
- Monitor web writing for consistency across pages on web/digital media.
- Ensure proper META data tagging is done on content to optimize internal website search.
- Ensure search engine optimization and 508 compliance guidelines are followed when making content edits.
- Assist in performing business analyst duties such as metrics and reporting on website performance, training staff on the content management system, and documenting processes and procedures for the website/LMS.
- Provides input into technical workflows and processes.

- Escalates issues and concerns with the workflow or CMS to ensure there is no customer-facing disruption.
- Provide guidance, prioritization, and motivation to others to meet sensitive deadlines in the delivery process.
- Coordinate with third party vendors to integrate solutions into the website and LMS.
- Provide LMS end user support and troubleshooting.
- Evaluate accessibility of website, LMS and communication documents.

Technical Background

- Previous web content management and proofreading and editing web content experience.
- General knowledge of web usability and functionality
- Familiarity with content management systems (Sitefinity, Wordpress, etc.)
- Familiarity with Learning management systems (BlueSky, Blackboard, MemberClicks, etc.)
- Knowledge of website development coding language: HTML and CSS
- Knowledge in the MS Office Suite, Word, PowerPoint, and Excel
- Experience with technology platforms (Canvas by Instructure, Smartsheet, etc.)
- Basic knowledge in Adobe Creative Cloud (Illustrator, Photoshop, InDesign)
- Proficient project management skills (Monday.com)
- Knowledge and experience with analytics platforms
- Knowledge of digital accessibility, disability inclusion, and regulations related to digital accessibility (e.g., Section 508, ADA)

Qualifications

Education Level:

Bachelor's Degree or Associate degree in web analytics, web design, Journalism, Communications or related field required and a minimum of 2-4 years of experience managing content for high traffic websites. Ideally the candidate will have 2+ years of experience with learning management systems.

About the MAG

The Merchant Advisory Group (MAG) plays a vital role in helping merchants and the industry shape innovative approaches to payments. Providing unparalleled collaboration and networking opportunities for merchants and sponsors, the MAG collaborates with industry stakeholders and advocates for merchants' interests. The MAG represents over 150 U.S. merchants which account for over \$4.8 Trillion in annual sales at over 580,000 locations across the U.S. and online. Roughly \$3.5 Trillion of those sales and over 100 billion card payments are electronic which represents approximately 62%* of total U.S. card volume. MAG members employ over 14 million associates.

**Source of Total U.S. card volumes: Federal Reserve Payments Study 2019*

The Merchant Advisory Group is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability or veteran status or other protected status.