



**University
Health**

**Project Coordinator
(Generalist)
Corporate Communications &
Experience
Community First Health Plans, Inc.**

**Job Class: 004974
Created: 04/25**

ORGANIZATIONAL COMMITMENT

A strong commitment to the mission to improve the good health of the community through high quality compassionate patient care, innovation, education and discovery. Supports the strategic vision and values of the organization. A devotion to person-centered care, always attentive, kind and helpful without exception and wise in the use of organization resources. A personal commitment to treat all customers with courtesy, dignity, respect and professionalism and adherence to the Commitment to Service Excellence behaviors and standards.

POSITION SUMMARY/RESPONSIBILITIES

Coordinates and supports all projects in the Corporate Communications & Experience – Creative Services department to further Community First Health Plans' (Community First) strategic content development to ensure maximum performance by providing purpose, direction, and motivation. Leads projects from inception – identifying deadlines, delegating tasks, keeping projects on schedule, communicating with stakeholders, performing quality control, ensuring interdepartmental teams work together smoothly, and following up.

FUNCTIONS/BEHAVIORS

1. Manages projects from internal and external clients from brief to finish using department tools daily, such as Monday.com. (E, 50%)
2. Works to understand clients' main goals, finding the problem/solution for each project, managing timelines, managing client expectations, and interpreting their needs to work towards a successful outcome. (E, 15%)
3. Assists the Content Development Manager in the creation of custom content buckets and pillars to create a cohesive and effective content strategy, providing structure and organization, ensuring a diverse range of content types are covered, avoiding redundancy, and maintaining a balanced approach to content creation. (E, 15%)
4. Uses effective communication techniques by presenting creative work and direction to clients as well as translating their feedback into actionable tasks. (E, 5%)
5. Works with vendors to manage outsourced projects and translations. (E, 5%)
6. Provides follow-up, reporting, and metrics on marketing communications and promotional strategies. (E, 5%)
7. Performs other related duties as may be requested or assigned. (M, 5%)
8. **Demonstrates competence to perform assigned and general customer assistance responsibilities in a manner that meets the age-specific and developmental needs of customers encountered. (E)**
9. **Appropriately adapts work and customer assistance methods to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of customers. (E)**

- 10. Supports the mission, vision and values. Demonstrates established customer service behaviors and standards. Treats all customers with courtesy, dignity, respect and professionalism. (E)**

SUPERVISION

Supervision is received from the Manager, Content Development and the Director, Creative Services – Community First Health Plans, Inc.

EDUCATION/EXPERIENCE

Bachelor's is required. Four or more years of project management experience is required. Experience with a project management system is required. Experience in marketing, advertising, or related field preferred. Candidate must possess adherence to deadlines, proven success working with all levels of management, strong written and verbal communication skills, and ability to delegate effectively and perform quality control.

EQUIPMENT

Must be proficient with computers, including Microsoft Office and Adobe Creative Suite.

WORKING CONDITIONS

Works in a typical office environment. Subject to frequent interruptions, deadlines and decisions. May be required to work irregular hours, including coverage of special events, and some weekend events. Occasional travel required. Must be able to lift up to twenty-five (25) pounds.

OTHER

Must use mature judgment and discretion in interactions with leadership, staff, health plan Members, Providers, visitors, and clients. Must maintain a high level of professionalism in the work environment. Must be a self-starter, self-directed and able to work with minimal direction. Must have excellent communication skills, written and oral, and be able to develop and conduct formal presentations. Must possess excellent organizational and interpersonal skills. Must also successfully complete the pre-employment/post job offer health screening examination and the annual screening, each year thereafter, as an employee.

HOW TO APPLY

Community First Health Plans is part of University Health. All job applications are received through University Health Human Resources. [Click here](#) to apply for this job.