

EverCommerce - Sr. Content Operations Specialist (Remote, US/CAN)

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Company: EverCommerce Solutions Inc.

Location: United States

Category: computer-and-mathematical

EverCommerce – Senior Content Operations Specialist (REMOTE, US/CAN)

At EverCommerce [Nasdaq: EVCM], we are on a mission to digitally transform the service economy with tailored, end-to-end SaaS solutions that simplify and empower the lives of our 685,000+ customers. As a leading service commerce platform, our modern digital and mobile applications create predictable, informed, and convenient experiences between customers and their service professionals in the areas of Home & Field Services, Health Services, and Fitness & Wellness industries.

We are building an extraordinary company and looking for talented, energetic, and motivated people to join our team. You can learn more about our Company, Culture and Values here:

We are seeking a **Senior Content Operations Specialist** to drive our **EverPro Edge** product's content strategy. EverCommerce's EverPro vertical offers cloud-based solutions for home and field services professionals.

In this role, you will be instrumental in optimizing content to enhance the experience of our SMB customers. Leveraging cutting-edge technologies and data-driven insights, you will organize, categorize, and personalize content to fuel business growth and drive user engagement.

Responsibilities:

Understand customer needs related to building and growing a home services business, leveraging insights to inform content strategies.

Utilize AI and Innovative Technologies to Enhance Content Experience and Personalization

Develop and implement a comprehensive content strategy supporting businesses of various sizes, stages, and verticals.

Build and refine a scalable content organization structure enabling personalized content delivery based on user profiles and business characteristics.

Collaborate cross-functionally with internal teams to understand their goals and help convey their messaging effectively to customers.

Manage relationships with content partners and vendors, ensuring alignment with business goals and reporting on partnership results.

Establish and maintain a curated content repository, ensuring high-quality, relevant content.

Develop learning tracks and educational resources customized to address diverse business needs and stages within the home services industry.

Recommend and implement content enhancements based on user feedback and performance analytics, driving continuous improvement.

Expand and manage the content source network to ensure a diverse and relevant content library that meets user needs effectively.

Qualifications and Skills:

Bachelor's degree in marketing, Communications, Business, or related field (or equivalent work experience).

Strong analytical skills with a data-driven approach to content optimization.

Proven experience in content operations, management, or similar roles within a technology-driven environment.

Understanding of AI technologies and their application in content categorization and personalization.

Excellent organizational skills with the ability to manage multiple projects and stakeholders.

Experience in managing relationships with content partners and vendors, demonstrating strong partner management skills.

Collaborative mindset with the ability to work effectively across teams and departments, particularly with product development teams to align content strategies with product initiatives.

Passion for innovation and leveraging technology to enhance user experiences.

Background in serving SMBs, particularly in the home services sector.

Where:

The EverCommerce team is distributed globally, with teams in the U.S., Canada, the U.K., Jordan, New Zealand, and Australia. With a widely distributed team, we are used to working remotely across different time zones. **This role can be based anywhere in the United States or Canada** – if you're close to one of our offices, we can set you up in-office or you can work 100% remotely. Please note that you must be eligible to work without sponsorship to qualify for this position, and this role may require travel to our Corporate Headquarters in Denver, Colorado, or to other office locations around North America.

Compensation The target base compensation for this position is \$90,000 - \$125,000 USD per year + Bonus in most US locations. Final offer amounts are determined by multiple factors including location, local market variances, and candidate experience and expertise, and may vary from the amounts listed above.

EverCommerce is an equal opportunity employer and we value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender identity, sexual orientation, age, marital status, veteran status, or disability status. We look forward to reviewing your credentials and getting to know more about your experience!

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