

Web & Content Support Specialist

Reports To: Director of Onboarding

Department: Onboarding



Job Summary:

At Range Marketing, our primary focus is on helping companies get found on the internet. We achieve this by using the highest standards in website design, website development, and search engine optimization, and building a strong team to back it all up. Our team members work hard, are awesome at everything they do, encourage growth, are good neighbors to each other and our clients, and have fun in everything they do.

With this in mind, we're looking for a Web & Content Support Specialist to join our growing team! This is a great opportunity for someone who is enthusiastic about learning many different aspects of the website build process. If you're a good fit for this role, you have experience with WordPress, a strong attention to detail, are a quick learner, and work well with others as well as independently.

This is a full-time, fully remote position with opportunities for growth.

Your responsibilities may include:

- Front-end development of templated WordPress websites using our custom theme framework, which utilizes Advanced Custom Fields, not drag-and-drop/visual page builders
- Review, format, and lightly edit content before publication
- Complete Quality Assurance (QA) audits and revisions on completed websites that our Web Developers have built
- Complete client revisions on websites, both live and in development
- Troubleshoot and resolve performance and functionality issues on websites
- Launch websites and complete post-launch QA Audits
- Package and send website files for cancellations
- Provide exceptional customer service by promptly addressing client inquiries and resolving concerns with efficiency
- Complete larger-scale projects as needed - performance updates, ADA compliance updates, information organization updates, etc.
- Related duties as assigned

To be considered for this position, you'll need:

- At least 1 year of hands-on experience with HTML, CSS/SCSS, Bootstrap, and WordPress
- Proficiency in Adobe Photoshop (for basic image editing tasks)
- Enthusiasm and drive to grow quickly in your role and learn different aspects of the business
- To be self-sufficient and great at time management

- The ability to perform well under tight deadlines and handle multiple projects simultaneously
- Strong written and verbal communication skills, including client-facing experience
- Strong attention to detail and quality control

Preferred/Bonus Skills:

- Advanced Custom Fields (ACF)
- Javascript/jQuery, PHP
- SEO and content editing
- Cloudflare, DNS/domain settings
- Jira or similar ticketing systems

Previous experience working in an agency environment is helpful but not required.

Job Type: Full-time (40 hours per week)

Job Schedule: Monday-Friday, 9-5pm EST

Pay Range: \$21-\$26 per hour, depending on experience

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Paid holidays
- Fully remote

Work Location: This is a fully remote position open to candidates in the US. Candidates in Western New York (WNY) are preferred but not required.