

Position Description:

Digital Services Associate

Curious. Detail-oriented. A strong systems thinker and creative problem solver. Digital Services Associates at MediaDesk help bring web projects and digital advertising campaigns to life, from first sketch to final launch. They support the team across client communication, project coordination, content development, prototyping, and quality assurance, helping make sure every project moves smoothly from concept to completion.

This role is a great fit for someone earlier in their digital career who has an interest in user experience (UX), content marketing, and front-end website production. Digital Services Associates are organized, collaborative, and comfortable juggling multiple projects at once. They work closely with strategists, designers, and back-end web developers to keep digital projects on track, while also contributing their own ideas, drafts, and creative input along the way.

Location

In-person preferred (Albuquerque, NM). Remote considered.

Duties and Expectations

- Coordinate timelines between strategists, designers, and developers to keep projects on track
- Serve as a day-to-day point of contact for clients on select projects, gathering feedback, sharing updates, and routing requests to the right team member
- Build preliminary prototypes and wireframes for websites and digital ad creative to help the team visualize concepts before final design
- Draft and edit content for websites, digital ads, landing pages, and social platforms, in coordination with the communications team
- Support the setup, monitoring, and reporting of digital advertising campaigns (e.g., Google Ads, Meta Ads Manager)
- Assist with web maintenance tasks, basic updates, and quality assurance testing across browsers and devices
- Organize and maintain project files, assets, and feedback in shared tools (e.g., Google Workspace, Asana, Figma)
- Help track project timelines and flag potential delays or scope changes to the project manager
- Research platform updates, trends, and best practices to bring fresh ideas to the team

Professional Experience Required

- Bachelor's degree or equivalent experience in marketing, communications, design, or a related field
- 2-3 years of professional work experience, with a preference for experience in digital services (content production, website management, digital marketing, advertising)
- Familiarity with design or prototyping tools (e.g., Figma, Canva, Adobe Creative Suite)

- Exposure to WordPress (preferred) or other website platforms, and/or digital advertising platforms (e.g., Google Ads, Meta Ads Manager) is a plus
- Experience with Google Workspace, Asana, or similar project-management tools

Important Skills

- Highly organized, with the ability to track multiple projects and deadlines at once
- Strong written communication skills; comfortable drafting client-ready content and correspondence
- Systems thinking – the ability to organize and synthesize large amounts of information into useful insights and strategies
- An eye for design and attention to visual and written detail
- Curious, fast learner who's comfortable picking up new tools and platforms
- Collaborative and proactive – comfortable asking questions and flagging issues early
- Ability to work well with a range of colleagues and collaborators, including strategists, designers, developers, and clients
- Experience in or genuine interest in the nonprofit, foundation, or government sector is a plus

About Us

MediaDesk is an award-winning values-based creative agency that works exclusively with nonprofit and public sector organizations. Our work makes sure great causes stand out and stick around, and we help power positive change. Our company culture encourages all team members to ask questions and speak up when help is needed. We maintain a talented team of designers, communication specialists, web developers, digital strategists, media planners, and other makers of all types who live and breathe our core values. While our work takes us all over, we remain headquartered in our hometown of Albuquerque, NM.

We put people first and offer a competitive compensation package. In addition to market-based salaries, we also provide a robust Employee Care Program that includes flexible work options, health care, retirement, and a generous leave program. In addition to receiving several industry awards for creative excellence, including a Rocky Mountain Emmy, MediaDesk has been recognized as a Best Place to Work, and maintains a Platinum Level Family Friendly Business designation. In 2025, we were recognized with the Rust Award for Excellence in Ethical Business Practices.

Salary Range

\$60K–\$68K commensurate with experience. Additional stipend provided to bilingual teammates.

MediaDesk also provides retirement matching, health care through an employee driven Health Reimbursement Arrangement, wellness reimbursement, bonus program, flexible work arrangements, and a generous leave package.

How to Apply

Interested applicants must submit a cover letter and resume to jobs@mediadesknm.com. Both documents should indicate the job you are applying to. You may also include links to portfolios or relevant work samples. Applications will not be considered if submitted by any other means.