Senior UX Designer
Job Post

Post Created: August 30, 2022

Mat-Leave Contract (September 2022 - November 2023)
Flexible hybrid work
4-5 days a week

Do you love learning about people, organizing information, communicating and working with a team to design meaningful interfaces and experiences? **PIVOT is seeking a Senior User Experience Design professional to join the team.**

INTERESTED? PLEASE CONTACT:

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PIVOT

informed design

PIVOT's new Sr. UX Designer will work closely with the creative team to liaise with clients and take projects from Discovery through Design and Delivery. That means following the PIVOT Informed Design process to lead in developing and validating user personas, producing interaction design through task flows and wireframes, designing meaningful brands and user interfaces, and ensuring work is created and presented with professionalism and an eye for detail.

Responsibilities

Utilising PIVOT's Informed Design process, the successful candidate for the position will:

INTERNAL: PROCESS, TEAM & WORK

- Oversee and design for multiple projects from a UX (interaction design and visual UI design) perspective and contribute to the overall success of projects

- Design deliverables that are error free and with a high degree of creativity and attention to detail

- Review all project phases and deliverables with the team and provide design QA on projects from start to finish

- Take responsibility and ownership of smaller scale (internal) projects and coordinate with the design team on larger (client) projects

- Promote positive communication both internally and externally

- Explore and keep abreast of new materials and methods and share with the team

- Meet with Creative Director and design team to define project needs including staffing, budgeting, timing, and project expectations

- Mentor and delegate design tasks to junior and intermediate designers in coordination with PIVOT team members to meet timelines and deliverables

EXTERNAL: PROJECT & CLIENT MANAGEMENT

- Lead design worksessions, design project outcomes, and present iterative design solutions with the team to our clients

- Lead project research and design approaches, identify research methods and strategies best suited for the project including but not limited to: user interviews, usability testing, and co-design worksessions

- Identify and articulate project goals, research strategies, and external partners who may be required for successful project completion

- Lead the creation of related documents and presentations that support project solutions to ensure alignment with project goals and objectives

- Be one of the lead contacts to liaise and project manage with clients and with external partners

- Create, manage, and communicate project timelines to the client and to the design team to ensure all parties are on the same page and on track to meet project milestones

- Create and direct storytelling components in presentations, design briefs, and throughout all client presentations

- Assist Creative Director in managing team resources

- Help prepare proposals for new business opportunities, clients, and partnerships; attend networking events and support client relationships

Qualifications

- Bachelor's degree in graphic design or related field

- Preference will be given to candidates with 8+ years of relevant experience in User Experience (UX) Design

- Portfolio must show evidence of User Research, Interaction Design and Visual Design

- Proficiency in Adobe CS (InDesign, Illustrator, Photoshop), and Figma or similar UX tools

- Experience in designing for and directing complex research and design projects involving a creative design team and senior stakeholders through an end-to-end user experience project (user research + interaction design + visual design + development)

- Highly creative and able to work both independently and with a team to encourage a vibrant design atmosphere

- Excellent interpersonal and communications skills; able to storytell and evangelize design thinking and the UX process

- Strong organizational, time management and problem-solving skills
- Experience working on service design projects in healthcare an asset
- Experience in illustration, video work, motion graphics, development and/or other creative outlets an asset

About PIVOT

PIVOT is a strategic experience design agency in Toronto. We create exceptional digital products, innovative services and gratifying experiences that brighten people's day and improve their lives. PIVOT's approach is Informed Design — a process that our design team brings out through a mix of empathy, intuition and analytical balance. Our methodological approach has foundations in User-centered Design — we grow our clients' business value by balancing user needs with organizational goals to create meaningful experiences. We partner with our clients and their users to co-design engaging experiences with the power to enrich people's lives.

PIVOT is a nimble team of 7-10 professionals. We specialize in design research, user experience design, service design and strategic visual design communication, using research insights to create meaningful solutions for our clients.

Visit www.pivot.design for more information.

Culture at PIVOT

Creativity, diversity, equity, and inclusiveness are the centerpiece of our design practice. We place high value on the roles different cultures and ethnicity play in our work, just as we recognize the important individual contributions and collaborative group dynamics in the growth of the creative process. We prioritize:
- Being curious about our process, our clients, their users and their work
- Leaving assumptions at the door; be open minded but bring your experience to the table — designers are the lens through which good research and design can come to life
- Demonstrating proven creative thinking and problem solving skills
- Doing good work and having good fun — we love a team social or outing!

Interested candidates are encouraged to apply by emailing: work@pivotdesigngroup.com