



Job Title: Senior UX Designer

Work Schedule: We cannot guarantee a specific number of work hours per week; however, current estimates call for 10-30 hours a week. Your work schedule can be flexible, as long as you meet all job responsibilities and attend regular virtual meetings as needed during normal business hours.

Job Classification: Non-Exempt

This job reports to: Melissa Roberts Tims, Chief of Staff

Primary Location: Remote Position, but available to work PST daytime hours (roughly between 9am-4pm PT)

About Tangible:

We are a Customer Experience (CX) research, strategy and design firm. We help Fortune 500 and emerging brands design, build, sell and support products and services that people want to use.

Senior UX Designer Responsibilities:

Tangible's UX designers take ownership of the user experience, working with stakeholders to develop and refine measurably successful interactions using a combination of user and business requirements.

Responsibilities include:

- Designing interactions for websites and/or software across multiple delivery methods which may include web, client software, mobile, tablet, and applying user experience design skills and principles
 - Develop, validate, and iterate design concepts using inputs from our clients, their end users, and UX best practices
- Working with client teams – including marketers, engineering/development, and project managers – to understand and map out technical and business issues
 - Define, assess, and prioritize technical/business issues, goals and objectives, value propositions, opportunities, and potential solutions
 - Illustrating design ideas using storyboards, process flows, sitemaps, and other relevant artefacts; developing UI mockups and prototypes that show how experiences will function and what they will look like
 - Collaborating with cross-functional teams to ensure team alignment, communication, and understanding of agreed-upon value propositions
- Developing research personas and protocols, conduct customer interviews, and/or document business processes in deeply detailed audits as needed



- Collating research findings into effective executive summaries or visual displays and delivering raw data and findings as needed (e.g., interview audio recordings, transcriptions, session notes, screenshots, task flows, and other artifacts)
- Defining, creating and iterating UX designs, prototypes, or technical written specifications with product/development/engineering teams
 - Presenting work to clients, explaining design and interaction decisions in a clear and professional manner
 - Performing QA/UAT on websites before and after launch
- Staying current with industry best practices and understanding how to correctly apply them
- Potentially taking on project lead role and/or supervising other personnel
- Reviewing other design work and offering constructive feedback

Skills & Abilities:

- Must have proficiency/knowledge of software such as Figma, Sketch, and/or other sketching/prototyping tools
- Strong collaboration skills – works effectively as part of a virtual team or in person
- Self-starter who can work independently without a lot of supervision
- Strategic thinker and problem-solver who can identify opportunities for improvement in design – asking questions, researching, and implementing solutions
- Can prioritize concurrent projects and manage time effectively
- Works well under pressure and time constraints
- Thorough, organized, and a quick learner
- Can provide and receive constructive criticism and implement changes based on feedback
- Ability to keep sensitive client and agency information confidential at all times

Experience:

- Must have at least 5-7 years' experience
- Lean UX proficiency is a plus, but not required

Education: Bachelor's degree in a design-related field or equivalent experience in the industry

Essential Mental/Physical Functions:

- Sit or stand for extended periods of time using a computer or phone



- Work alone or with others in an office environment or virtually
- Travel may be requested or required based on client needs

Required Equipment/Software:

- Tangible provides licenses for the following, as needed:
 - Figma, Adobe Creative Cloud, Sketch, and/or other sketching/prototyping tools
 - Google Workspace (email, Files, Docs, Sheets, Slides)
 - Harvest time-tracking software
 - Slack, Teamwork, or other team collaboration software
 - Microsoft Office (Word, Excel, and PowerPoint)
 - Apple Keynote
- Personal equipment (computer, phone, other; e.g., tablet) is provided by each employee. Tangible provides a small monthly stipend to support personal devices and internet costs. Some client engagements will require the installation of key VPN and/or other software.

We believe in equity in the workplace.

Tangible is committed to telling diverse stories, reflecting our diverse audiences, and drawing from diverse experiences and perspectives. Tangible is an equal opportunity employer and values equity and inclusion.

If this sounds like you and you are interested, we'd love to hear from you! Please send jobs@tangible-ux.com the following:

- A resume and cover letter
- 3 references (we will not contact them unless you've given us permission to do so)