User Experience Designer/ Researcher

About You:

You are passionate about why things are the way they are. You love problem-solving and understand that sometimes what a client needs is not what they ask for. Your strategic view helps you develop thorough and data-driven strategies that contribute to the overall goals of an organization.

Mighty Citizen is looking for a collaborative, creative user experience designer to join our team. The role focuses largely on user research and information architecture.

- Have examples of your work you can share with us to illustrate how you approach research, information architecture, and design process
- Location: U.S. remote or Austin, TX office
- Base Salary: $75,000 – $85,000 dependent on experience.

About Us:

Mighty Citizen is the branding, marketing, and digital agency for mission-driven organizations. We believe in thinking deeply, experimenting often, and hitting the mark every time. We help nonprofits, associations, universities, and government agencies more deeply connect with their audiences, increase their revenue and relevance, and improve their communities.

The Impact You'll Make:

- Lead strategy and discovery efforts with clients.
- Lead information architecture efforts with clients, including content audits, sitemaps, wireframes, and other related deliverables. This position does not focus on visual design.
- Lead user research projects. Examples include stakeholder interviews, audience surveys, user personas, user journeys, and usability testing.

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- Synthesize findings and provide actionable recommendations that speak to both business and user experience goals.
- Write functional specifications in business language.
- Perform quality assurance testing to validate the site against site architecture deliverables.
- Comfortable presenting your work and explaining UX rationale to project teams and clients.
- Collaborate with cross-discipline project teams, especially developers, marketers, and the creative team, throughout the life-cycle of a project.
- Open to feedback and participates in critiques.
- Mentor staff across the teams as appropriate.
- Contribute to company publications and presentations, as needed.
- Offer suggestions to improve existing internal systems and processes.
- Other tasks as necessary to make you and the company more successful.

Expectations

Unless specifically noted, not every expectation is required to be qualified for this role. We are looking for a combination of this skill set. If you have many of these skills, but not all of them, please feel free to apply.

- 3-5+ years of professional experience creating responsive web architecture concepts.
- Knowledge of industry standards around UX design including information architecture, sitemap development, wireframing, and content strategy.
- Knowledge of user research techniques including stakeholder interviews, survey development and analysis, user personas, and customer journeys.
- Ability to articulate and justify research and information architecture strategy as it relates to business and user experience goals.
- Exceptional interpersonal communication and presentation skills, including the ability to tactfully deliver and accept honest criticism.
- An interest in developing skills and sharing knowledge with fellow peers.
- The ability to manage time wisely, multi-task, context-switch, and keep your team up-to-date.
- Understanding of and experience designing for content management systems (CMSs) preferred.
- A degree in UX, information science, design, or a related field, or commensurate experience as referenced above.
- Experience with non-profits, professional associations, higher education, or government is preferred but not required.

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Desired Skills:

- A positive attitude with team members and clients.
- Highly developed organizational, collaboration, and written/verbal communication skills.
- Experience managing project communication and scope for multiple projects.
- Expertise in leading stakeholders through discovery and other project phases.
- A history of successfully managing multiple duties in a fast-paced collaborative team environment.
- Strong ability to execute tasks independently as well as in a team environment.
- Strong presentation skills and the ability to sell ideas to a broad range of stakeholders.
- Willingness to take responsibility and share ideas for improvement of agency work.

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