



GARRISON INSTITUTE

## Lead Experience Designer

The Garrison Institute's mission is to apply the transformative power of contemplation with insights derived from science to address today's challenges, building a more compassionate and resilient future for all. Recently, TGI announced its intention to pivot toward new ways of thinking that can lead to positive behavioral shifts and real systems change and grow our program initiatives addressing the needs of professional groups who we see as leverage points for systems impact. To learn more visit our website [garrisoninstitute.org](http://garrisoninstitute.org) and;

- Contemplative Based Resilience, for Caregivers, social workers and humanitarians around the world. <https://www.garrisoninstitute.org/initiatives/programs/contemplative-based-resilience/>

To increase the impact at a broader scale that these times demand, we are investing in building a robust digital platform, with state-of-the-art distance learning courses, retreats and convening capabilities. To help lead this effort, we are recruiting a full-time **Lead Experience Designer** to join our Digital Strategy Team.

Our ideal candidate has a keen interest in and/or relevant experience with contemplative practices, behavioral science methodologies, and is looking to join a like-minded, collegial team of colleagues.

### **Position Summary**

Our newly created position of Lead Experience Designer, will work both remotely and onsite (when feasible). The position reports to the Chief Digital Officer. He/she will be responsible for the design of customer digital solutions as part of the Garrison Institute Digital Platform initiative. Our ideal candidate will apply their experience in Human-Centered Design, Experience Design and/or Service Design to create solutions that have measurable impact on our B2B customers. He/She will work within matrixed teams to help lead the design of solutions within the Customer Experience, Customer Relationship Management, and Learning Management System work streams. The incumbent will collaborate with work stream delivery and integration partners to translate goals, feedback and insights into decisive actions that push delivery of solution designs forward. This position will work with a true sense of urgency to do the right thing every time for our customers.

### **Essential Responsibilities**

- Work within and support the adoption of customer-centered design methodology, design process, design standards, Agile delivery practices, technology, and tools to ensure that they are consistently applied to all Garrison Institute solutions.

- Support Contemplative-based Resilience (CBR), Pathways to Planetary Health, Garrison Institute Fellowship, and Compassionate Leadership teams in developing products/services.
- Work within cross-functional teams and problem solve using visual, communication & service design, interaction design, experience design, and human centered design methods and deliverables to drive solution definition.
- Support delivery of a Garrison Institute system of standards, patterns and components that define best practices for digital interaction and enable consistent and rapid development of highly usable and engaging digital solutions for the digital Integrated Experience.
- Provide subject matter expertise, innovative solutions, and detailed requirements to project teams on complex projects in one or more of the following areas: user experience design, user interface design, visual design, content strategy, and/or usability and research.
- Responsible for understanding business, and customer problems and collaborating with project teams and key stakeholders to take a project from inception through requirements and implementation using one or many of the following methods: brainstorming exercises; sketching; rapid prototyping; research and usability tests; persona development; heuristic analysis; task analysis; and/or user needs analysis.
- Strong understanding of emerging trends in digital transformation, digital learning, and other domains and analytics that will inform development of best in class, user-centered design experiences.

### **Education**

Bachelor's Degree required (Master's Degree preferred) in Human Factors, Interaction Design, Graphic Design, Communications, Business or related field

### **Experience & Qualifications**

- 3+ years in User Experience Design, Service Design or, Human-Centered Design
- Operational knowledge of/familiarity with Lean and Agile methodologies
- Broad understanding of technologies used to deliver digital experiences
- Familiarity with CRM applications such as Salesforce
- Experience with design systems and standards definition
- Excellent communication, interpersonal and analytical skills including the ability to communicate complex, design concepts to an array of team members and constituents
- Self-starter who can work independently but collaboratively with our teams
- Strong problem-solving skills with an aptitude for open communication and knowledge sharing

The Garrison Institute is committed to creating a diverse environment. We believe that a commitment to diversity, equity and inclusion provides the best environment, experience and services for everyone.

### **How to Apply**

Join us ! To apply, please send your detailed resume, and a cover letter outlining why you are interested in this work to HR Dept via: [recruitment@garrisoninstitute.org](mailto:recruitment@garrisoninstitute.org)