

Design Researcher at Evolve Collaborative

Job Type: Full-time

Location: Portland, OR

Pay: \$65,000 - \$85,000 depending on experience

Let's make something meaningful...

We're looking for someone who is passionate about understanding people, curious about how things work, and is invested in creating creative solutions. The desire and ability to connect with and learn from people is essential. You have a keen eye for recognizing patterns and making sense of complex ideas. As a Design Researcher, you help solve real-world problems in a way that serves our clients and their communities.

We are a collaborative agency by design, which creates an ideal environment for you to use your existing skills and experience on a range of projects while working alongside some of the best creative professionals in the industry. The insights you uncover will directly influence solutions as you work with team members and clients. We look forward to leveraging your past experiences and providing opportunities for you to learn and grow.

If you are a problem-solver, find yourself overwhelmingly fascinated by people and would be described by yourself and others as empathetic, we'd love to have you on our team.

Expectations

Be part of the strategic process

We work with a range of clients across various industries. A Design Researcher is expected to:

- Be actively engaged in work ranging from tactical product-to-market projects and services, to strategic design programs focused on future innovation

- Plan and facilitate collaborative workshops with our clients, both in-person and virtually, supporting senior team members
- Translate business strategy questions and concerns into human-centered learning objectives, determine which tools to use based on business needs and objectives
- Seek out diverse perspectives, then synthesize and communicate those stories and insights to influence both design solutions and strategic decision making
- Collaborate to translate insight into actionable strategic and design based outcomes
- Develop trust and strong relationships with clients and internal teams
- Work collaboratively with other creatives, researchers, developers, clients and product teams to help deliver best-in-class product and services for valued brands

Take ownership and accountability for your personal development

- Set challenging - but reasonable - goals and show us how you will achieve them
- Develop tools and methods to share your progress and find new areas for development

Lead by example & live our values

- Offer help to others when you see they are overwhelmed
- Demonstrate how our values are realized to others
- Embody research ethics and be respectful of everyone your research work touches
- Keep leadership honest, let us know when we need to address or clarify issues or communications
- Inspire team members and clients and help all of us to evolve :)

What We're Looking For

Education and Experience

- BA or MA in Service Design, Design Strategy, or equivalent
- 2+ years of work experience in Design Research or related field
- Academic, professional, or life experience from outside the design field that enriches your perspective as a designer are a bonus

Design Research Skills

- Ability to leverage a combination of research techniques and tools to develop a rich understanding of people, products and their larger surrounding context
- Experience creating research tools and approaches, discussion guides and surveys. Confidently facilitate both virtual and in person research.
- Ability to conduct post-research synthesis and analysis to uncover insight that informs next steps
- Ability to construct a clear narrative and visualizations that elevate peoples voices, frameworks such as customer journeys, service blueprints, and ecosystem maps based on inputs from research
- A flair for translating research insights into stories in a way that informs, inspires, and ultimately influences design outcomes

Technical Skills

- Proficiency with project management skills, ability to manage time effectively
- Proficiency with industry design tools and software applications (Keynote, Adobe CC Suite, Office Suite, Miro or equivalent)
- Ability to create simple tools, mockups and prototypes across digital and physical tools (paper prototypes)
- Ability to build decks and tell compelling stories to convey an idea to the right audience (Keynote, PPT)
- Ability to simplify and visualize complicated workflows and service blueprints
- Photography/ videography skills are a plus

To apply all potential candidates must submit

- A current resume (CV)
- A cover letter that describes your goals for your proposed position
- An online portfolio demonstrating your process and experience, including work samples or case studies

Apply via email at: work@evolvecollab.com

Working at Evolve

We believe in finding your true work / life balance, and we don't expect our team to be working late every night. We are a friendly, laid back group, we love to share food with each other, listen to each others favorite music in the studio (we have a no headphones policy :)) and sometimes escape to the coast for a cheeky beach day. We regularly set aside time to close our laptops, hang out with each other, share experiences, and say cheers to a job well done.

Benefits

- Competitive salary
- Healthcare
- Short term, long term disability coverage
- Retirement benefits - 401(k)
- 20 days PTO per year plus public holidays
- Holiday closure in December
- Paid leave (paternity, parental, bereavement, etc)
- Paid sabbaticals after 5 and 10 years on the team

Professional Development Opportunities

- Attending conferences/ learning events/ trade shows
- Training opportunities for career development