

Who we are

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes, and use the data to make their challenging goals a reality.

We are in the midst of major improvements to our mature SaaS application, [Client Feedback Tool](#). We're greatly re-imagining our software to better help our clients achieve their objectives while driving adoption and revenue retention. We are looking for a motivated individual to join our small but growing team who will take the user experience to the next level.

Who you are

You're an experience builder. You have insight, energy, and empathy. You aren't afraid to give the candid feedback that might make a situation a bit better. You're looking for a chance to help transform a product, a company, and an entire industry.

Responsibilities for the role

- Gain a deep understanding of our users' needs and behaviors through discovery, user research, and analytics
- Engage support and success teams to gain insights and understand pain points
- Solve top usability problems in our software by creating user flows, low-fidelity wireframes and prototypes, and high-fidelity designs of features to:
 - Increase adoption – improve survey send and follow-up rates
 - Enable users to discover insights from client feedback data more easily
 - Empower users with the information needed to take action
- Perform usability testing to iterate and/or validate concepts
- Collaborate closely with developers to determine technical feasibility while designing new and evolving features
- Ensure consistency in designs, brand, and language throughout the product as new features are designed and developed
 - Perform design reviews during testing before sprint releases
- Assist Product Manager with writing acceptance criteria based on your designs
- Identify opportunities to improve efficiency in our internal systems and processes - creating documentation, automating tasks, etc.
- Semi-annual in-person meetup with product team in Bulgaria or nearby

Qualifications

- Bachelor's degree in relevant discipline, or equivalent years of experience
- 2+ years as a product or UX designer
- Strong understanding of human-centered design best practices
- Technical knowledge related to APIs, databases, and/or software architecture preferred
- Experience with Jira, Confluence, Mural, Figma, Office 365 preferred
- Strong interpersonal skills to build rapport with clients, colleagues, and leadership
- Curiosity, ability to ask good questions and receive feedback
- Ability to see the big picture, while maintaining attention to detail
- Effective communication in English (written and spoken)
- Must be able to work from home / remote

Compensation & Benefits

- Permanent full-time contract
- \$1,800 - \$2,500 USD monthly gross pay depending on experience
 - 3,000 – 4,200 BGN per month
- Annual profit-sharing bonus
- Flexible schedule
- Unlimited paid time off
- Skillshare membership to support your learning goals
- Professional development opportunities

To apply, send your resume / CV to Ryan Suydam, Chief Experience Officer and founder, Client Savvy (ryan@clientsavvy.com)