Job Title	UX Designer and Researcher
Short Description	We are seeking a UX Designer and Researcher to join our Member Digital Experience team. This position is a remote position with the option to work from your home or in the office. The UX Designer and Researcher designs user experiences and conducts research for member, prospect and staff-facing systems and applications for Corporate One and its affiliates. This position also helps to define business and user needs and leverages and interprets data to ensure goals are met.
Full Description	About Corporate One: We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for more than 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies, Lucro Commercial Solutions, Accolade Investment Advisory and Sherpa Technologies are committed to our member credit unions and their mission to help their communities thrive. Why Should You Apply? Employment with Corporate One includes being part of a collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued. We are proud to have an average tenure of 10 years! We are proud to offer: •Organizational Strengths: Corporate One Federal Credit Union is one of the nation's largest and most progressive corporate credit unions with more than $5.9 billion in assets and an average staff tenure of 10+ years. •Competitive Compensation & Benefits: Corporate One offers competitive compensation, a generous 401(k) matching contribution, and quality health and ancillary benefits. •Work Life Balance: Generous PTO (Paid Time Off) starting with 4 weeks/year and 11 paid holidays. •Learning and Development: We provide a full library of online training as well as group and individual training, and coaching, all focused toward helping you grow and be successful.

•Additional Benefits Too Cool to Not Mention: Ongoing special events throughout the year, flexible dress code, computer set up provided, tuition reimbursement, wellness program, gym membership reimbursement and more!

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

Main Responsibilities:

•Designs components, screens, and workflows for websites and applications. Utilizes and helps expand our Design System. Prototypes, architects and designs interfaces and experiences for rapid testing and iteration of ideas. Creates wireframes, sitemaps, low-code interfaces, customer journeys, process flows and other visual/interaction designs. Collects and assesses user experience and visual design trends, best practices, secondary research findings, and shares opportunities for advancement.

•Leads research (qualitative and quantitative) to inform design decisions and guide product roadmaps. Conducts user interviews, usability testing, analytics reviews, workshops, competitor analyses, questionnaires, secondary research, card sorts, and browser/QA testing. Creates artifacts to present findings to the company through empathy maps, personas, slide decks, and user stories.

•Develops interfaces in SharePoint. Supports development and enhancements to the Design System using Bootstrap (HTML, CSS and JavaScript) and OutSystems low-code platform. Works with back-end engineers to ensure designs are fully implemented and tested appropriately.

•Measures and analyzes experiences to ensure products are supporting business and user goals. Creates reports and data visualizations, presents findings to stakeholders, and feeds results into product improvement initiatives. Assesses analytics trends and best practices and shares opportunities for advancement.

Education	Bachelor's degree in User Experience Design, Graphic Design, Human Computer Interaction, Computer Science or equivalent combination of education and experience.
Additional Comments	Desired Qualifications: •Minimum of 1-3 years of related progressive experience in user experience design, user research, web/application design and development, and visual/interaction design. Experience with public speaking. Experience with Agile methodologies. Experience with analytics measurement and analysis. •Fluent in user experience design and research methodologies and tools, including user stories, wireframing, usability testing, user

interviews, information architecture, Adobe XD and Balsamiq.

•Proficient with Excel and Google Analytics/Tag Manager, Adobe CS (Illustrator, Photoshop, Dreamweaver). Working knowledge of HTML, CSS and JavaScript, WCAG 2.0 accessibility guidelines, Microsoft Office Word, PowerPoint, Visio and Adobe Acrobat.

•Familiarity with OutSystems, SharePoint, Salesforce and Pardot preferred.

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Expiration Date	05/31/2022