Service Experience Designer
New York, NY
January 2017

Neighborhood Trust seeks a Service Experience Designer to join our Programs & Business Development Teams to help us design financial tools for low- income households that empower them to take control of their financial lives. Financial empowerment is a lifelong journey – we need your help to understand and define the best client experience and make sure that our internal teams are equipped and empowered to easily serve our customers.

About Neighborhood Trust Financial Partners
Neighborhood Trust's mission is to empower low-income individuals to become productive participants in the U.S. financial system and achieve their financial goals. Neighborhood Trust serves over 6,000 clients each year via its specially trained corps of Financial Advisors and is regarded as an industry leader in the financial inclusion field. In 2013, the NYC Center for Economic Opportunity named Neighborhood Trust among the City's 10 Most Innovative Nonprofits seeking to alleviate poverty.

Today we are cultivating our model as a scalable social venture that incubates technology-led financial services innovations that benefit low income households. We are growing quickly with strong support from leading foundations and strategic partnerships helping us achieve national scale. In 2015, we were a winner of JP Morgan Chase's [Financial Solutions Lab](#) challenge.

The Position
You will help us reimagine individualized financial empowerment services- especially with an eye towards maintaining quality and trust as we transition to a more scalable model and provide a more convenient and accessible service via technology. You will help us design simple and highly usable user interfaces for our suite of technology products. You will be identifying challenges and finding opportunities to solve real client problems that help individuals more effectively manage their cash flow through targeted solutions.

As a Service Experience Designer You Will
- Work with a multi-functional team in a highly collaborative, supportive environment
- Maintain a user-centered approach to your design practices
- Use your innate curiosity to constantly learn, challenge assumptions and uncover new insights
- Participate in all aspects of the design process by creating compelling visions, framing problems, defining insights, and making concepts and prototypes
- Work with our software engineering resources to translate design concepts to reality
- Perform service design research and create service design artifacts, such as journey maps and service blueprints; then translate learnings and insights to make them actionable
- Bring your ideas to life, creating flows, sketches, wireframes, prototypes and other design artifacts to define and communicate end-to-end user experiences
- Sweat the details, focusing on quality of craft within your work
- Tell compelling stories to share your work with designers and stakeholders

- Collaborate with partners in Product, Tech, Operations and other stakeholder groups to understand the priorities and goals
- Create the right materials to develop a shared understanding and help the team move faster
- Be open-minded, creative and self critical
- Always be learning and sharing

What You'll Have
- A demonstrated commitment to driving social change
- Ability and desire to work in all phases of the design process
- Systems thinker not afraid of solving complicated design challenges and looking for opportunities to help customers succeed
- A passion for creating new methods and delivering innovation
- A collaborative nature with strong communication skills, sincerity, and a sense of humor in the face of ambiguous design challenges
- Confidence and pride in your work, skills, experience, and expertise

Qualifications
- Bachelor's degree
- At least 3 years of professional experience with UX Design creating web and mobile software applications
- At least 2 years of experience designing for omni-channel services and prototypes
- 2 years of experience with Sketch and/or Adobe Creative Suite
- 2 years of prototyping experience
- 1 year of experience working with Lean and Agile methodologies
- Experience developing visual identity systems, data visualizations, visual design, illustrations and more

To Apply
Neighborhood Trust is committed to a workplace culture of collaboration and respect. We are dedicated to ongoing professional development for our employees, supporting career growth and opportunities for advancement within the organization. To apply please send your resume and cover letter to hr@neighborhoodtrust.org. Include "Service Experience Designer" in the subject line of the email.