

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-103-2021
Company Name	Emakina
Industry	Information Technology & Services
Vacancy	Product Designer/ Service Designer
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT
Major(s)	Arts and Graphic Design
Degree	BA
Years of Experience	Minimum 5
Location	Lebanon, Beirut
Remuneration & Benefits	NSSF+Insurance
Tasks & Responsibilities	<ul style="list-style-type: none"> • A service designer researches customer behavior and common customer responses to particular experiences, creates new processes to improve observed issues. • Working with UX design and wireframe to design solutions and strategic propositions. • Understanding and articulating clearly how services need to change from a user centred, system, and business perspective. • Mapping the service experiences of users and defining how organisations need to change what and how they deliver so it's more effective. • Working closely with user researchers to define and communicate people's needs. • Identifying how organisations can reduce cost of delivery and improve outcomes through re-design of user experience, business processes, and better collaboration across systems. • Setting future visions for products and services that inspire people and meet needs. • Designing, building, and setting usability tests for service and product prototypes, working from sketches into quick prototypes that can be iterated with feedback. • Being critical during the design process of the balance of power in service structures and challenging how people can be empowered and supported to thrive. • Designing with technologists and developers to take a service live. • Defining key metrics and measurements for organisations to evaluate their impact, supporting them to use this data to iterate what they deliver. • Evaluating the

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cost of a service delivery Designing organisations and propositions. • Co-designing with our clients and communities to design new service models and value propositions, defining how organisations can re-organise themselves to deliver. • Taking research into actionable insights and communicating this in a succinct and human-centred way to stakeholders. • Working with researchers and analysts to define unmet needs of people who may not use services and defining how organisations can independently or collaboratively meet these needs. • Analysing and directing on how organization's need to change to deliver more effective services.