



Specialist, Design Thinking at Rogers Communications

Location: ontario, united states

Submit

Job Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize her dream. A sports fan celebrate a special moment.

Because we believe connections unite us, possibilities fuels us, and moments define us.

Specialist, Design Thinking

We're looking for an innovative, passionate professional to support the Design Thinking & User Experience Research Team. This new team member will ooze empathy, have a user-centered mindset and help support the strategy, enablement and implementation of Design Thinking across the organization. The Design Thinking Specialist will have a genuine curiosity for understanding our customers and their motivation in order to design and deliver a best in class user experience. This role will report to the Senior Manager, Design Thinking & User Experience Research.

Primary Responsibilities:

Logistics and coordination of Discovery and Design Thinking workshops
Create, organize and facilitate Design Thinking workshops with cross functional teams

Lead Design Thinking education and activation activities

Clearly articulate the value and business benefits of implementing Design Thinking

Day-to-day training and education of team members

Work with cross-functional teams to understand the end to end customer experience including omni-channel

Work with like-minded people to drive Design Thinking awareness across Rogers

Lead the creation and launch of the Design Thinking Toolkit

Support product owners with experience-based roadmap planning

Support the UX Research team in the design, planning, and execution of research

Advocate for the value of end-user research

Skills & Requirements

At least 3 years experience working in the Digital field

At least 2 years experience in workshop facilitation

Demonstrated capabilities in the **design** thinking practice

Ability to work collaboratively across various Rogers functions

A genuine curiosity for understanding our customers and their motivations in order to **design** and deliver a best in class user experience

Ability to translate business requests into meaningful needs statements and collaboration opportunities

Ability to articulate the value of user-centered **design** and user research across the organization

Can see the big picture, but capable of implementing at a tactical level

Can tell a compelling story through data

Work with teams to turn insights, ideas and concepts into concrete outputs (cx journeys, **design** principles, prototypes etc)

Strong time management skills allowing successful management of many projects in parallel

Works well in a fast paced and high pressure environment and provides own direction to get the work done

Stays up to date with the latest industry trends and changing best practices

Ability to build strong stakeholder relationships through understanding their needs and gaining alignment

Can inspire others to challenge the status quo and help redefine the art of possibility

Schedule: Full time

Shift: Day

Length of Contract: Not Applicable (Regular Position)

Work Location: 1 Mount Pleasant (083), Toronto, ON

Travel Requirements: Up to 10%

Posting Category/Function: Digital & Creative

Requisition ID: 156358

Together, we'll make more possible, and these six shared values guide and define our work:

Our people are at the heart of our success

Our customers come first. They inspire everything we do

We do what's right, each and every day

We believe in the power of new ideas

We work as one team, with one vision

We give back to our communities and protect our environment

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our

that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You can also reach out to our team at RogersRecruiting@rci.rogers.com to begin a conversation about your individual accessibility needs throughout the hiring process.

Posting Notes: `[[req_strategyPage]]`

Peersight Inc.

support@peersight.com

512 Richmond St., Toronto,
Ontario, M5V 1Y9

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