

UX Design Operations Manager

Description

Our missionAt Included Health, weâ??re on a mission to raise the standard of healthcare for everyone. Weâ??re a new kind of healthcare company, focused on breaking down barriers to provide high-quality care for every person in every community â?? no matter where they are in their health journey or what type of care they need. We offer guidance, advocacy, and access to personalized care for urgent care, primary care, behavioral health, and specialty care. Weâ??re especially focused on increasing access to high-quality and culturally competent providers. Our teamWeâ??re a tight-knit, collaborative team of UX Product Designers, Writers, and Researchers, working in close partnership with our Product Management and Engineering teams. Weâ??re driven to improve the health and lives for our members, and transform the confusing and archaic health system. We are passionate advocates for all of our members. You!At Included Health we truly believe in creating the best member experience, breaking away from traditional healthcare norms. In order to ensure that our UX Product Designers, Writers, and Researchers can do their best work, we are looking for a self-starting, highly motivated UX Design Operations Manager. You will be an operations â??team of oneâ?? but an absolutely critical part of our overall team. nWhat you will be doingWork closely with the UX leadership (VP, directors, and managers) to continually seek ways to amplify the efforts of their teamsManage UX team needs with respect to documentation, asset and file management, communication and coordination, particularly in light of a distributed, yet collaborative, workforceImplement processes that ensure effective collaboration between our team and their cross functional partners (such as the design/developer hand-off or sharing assets between design and marketing)Play a critical role in implementing our new design & content system and ensuring adoption by designers, writers, PMâ??s and engineersSpearhead our design quality effort: coordinating design & content QA checkpoints and other reviews to ensure that work meets certain standards before launchManage design and research tool accounts (e.g. team access, communication with vendors, subscription renewals)Support team members with research participant management (recruiting, screening, coordinating, incentive distribution)Maintain internal research panel management tools based on ongoing research activitiesCoordinate with Sales and Marketing to manage demo requestsOwn relationships with internal operations teams such as Finance, Legal, and ProcurementManage external relationships, such as those with contractors, consultants, and vendorsOur Desired ProfileDemonstrated experience in Design Operations and Program ManagementPassionate advocate of putting our members (who arenâ??t necessarily the same as our payingcustomers) at the heart of the workDeep understanding of user-centered and human-centered design processes, including user research, insights and analysis, prototyping and validation, and delivery of production-ready designStories of how your work in Design Operations enabled a team to scale while maintaining quality and team healthStrong written and oral communication skillsOrderly and organized, able to manage and make sense of inbound requestsDiplomatic demeanor, successfully engaging peers and stakeholders, steering them towards understanding what the UX team needs to succeednThe United States new hire base salary target ranges for this full-time position are:Zone A: \$153,200 - \$232,400 + equity + benefits Zone B: \$130,200 - \$193,650 + equity + benefits This range reflects the minimum and maximum target for new hire salaries for candidates based on their respective Zone. Below is additional information on Included Health's commitment to maintaining transparent and equitable compensation practices across our distinct geographic zones.Starting base salary for the successful candidate will depend on several job-related factors, unique to each candidate, which may include, but not limited to,

Hiring organization

Included Health

Job Location

Remote

Base Salary

\$ 62500 - \$ 100000

Date posted

May 13, 2024

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education; training; skill set; years and depth of experience; certifications and licensure; business needs; internal peer equity; organizational considerations; and alignment with geographic and market data. Compensation structures and ranges are tailored to each zone's unique market conditions to ensure that all employees receive fair and competitive compensation based on their roles and locations. Your Recruiter can share your geographic zone alignment upon inquiry. In addition to earning a base salary, this role is eligible for a performance-based bonus. Details of the Annual Bonus Plan, including performance metrics, target incentives, and potential earnings, will be discussed during the interview process. In addition to receiving a competitive base salary, the compensation package may include, depending on the role, the following:

- Remote-first culture
- 401(k) savings plan through Fidelity
- Comprehensive medical, vision, and dental coverage through multiple medical plan options (including disability insurance)
- Full suite of Included Health telemedicine (e.g. behavioral health, urgent care, etc.) and health care navigation products and services offered at no cost for employees and dependents
- Generous Paid Time Off ("PTO") and Discretionary Time Off (DTO")
- 12 weeks of 100% Paid Parental leave
- Up to \$25,000 Fertility and Family Building Benefit Compassionate Leave (paid leave for employees who experience a failed pregnancy, surrogacy, adoption or fertility treatment)
- 11 Holidays Paid with one Floating Paid Holiday
- Work-From-Home reimbursement to support team collaboration and effective home office work
- 24 hours of Paid Volunteer Time Off (VTO)
- Per Year to Volunteer with Charitable Organizations

Your recruiter will share more about the specific salary range and benefits package for your role during the hiring process. #LI-JH1#LI-Remote

Please mention the word ****ROBUST**** and tag **RMzQuODYuMTYzLjE1Mg==** when applying to show you read the job post completely (**#RMzQuODYuMTYzLjE1Mg==**). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)