Foothold Technology Product Designer

About Foothold Technology:

Foothold Technology provides software for human services agencies to ease the burden of documentation - providing our client agencies the freedom to focus on their mission.

Foothold was born out of three NYC human services agencies in 2000. Having originated within a human services agency, we're firmly committed to easing the administrative burden on our clients, and in turn, helping the millions of individuals they serve receive excellent care. Today, more than 1,000 agencies nationwide count on Foothold's AWARDS software to manage and bill for their services.

Foothold is owned by ASG, which is a software business that buys, builds, and operates market-leading vertical SaaS companies. Foothold is located in the heart of Manhattan - just south of Union Square - and the team is deeply passionate about helping the people who help people.

Job Description:

This is an incredible opportunity to join a growing SaaS company. We are looking for an experienced and exceptional Product Designer to join our team and make an immediate impact. You will play an integral role in defining the long-term design for the company, including redesigning the user experience of our software. We aspire to create an easy-to-use, visually attractive system for all our customers.

Key Responsibilities:

- **Design: Candidate owns the complete product design process, from early-stage research and ideation, wireframes and prototyping, through implementation and iteration based on key success metrics.**
  - Use and help expand on Foothold's design system.
  - Produce high quality designs and experiences that differentiate and elevate Foothold from its competitors.
  - Express solutions and concepts through wireframing, high fidelity assets and workable prototypes.
  - Ability to conduct competitive and comparative analyses to build best-in-class experiences.
  - Ability to consider and design responsively across all screen sizes and devices.
  - Drive, develop and inspire ways to better the design process.
  - Exhibits excellent UX/UI design and organization skills. An eye for details.
  - Proficient in Adobe CC suite, Figma, and/or other industry-standard creative software.
- **Advocacy: Candidate advocates for the customer at every step of the process through research, interviewing and usability testing, while considering the company's vision and goals.**

- Ability to conduct various tactics to learn user needs and uncover valuable insights, including but not limited to, customer interviews.
- Use, read and request insights and data on customer usage to make informed design decisions.
- Prioritize intuitive usability and design best practices over all. Be a voice for the customer through the development process.
- Validate and iterate on your designs by conducting your own usability testing.
- Gain knowledge and awareness of industry standards and expectations and ensure feature parity (and ideally, even higher quality experiences).
- **Communication: Candidate collaborates cross-functionally, internally and externally, to be a strong voice in strategy, drive projects forward, clearly define requirements to engineering, gain insights and alignment on initiatives.**
  - Engage and collaborate effectively with Product Managers and Engineering to launch new features and designs as intended
  - Produce clearly defined design requirements to engineering and track project progress
  - Provide clear design QA feedback to development and track resolution progress
  - Listen and seek design related feedback, internally and externally, to gain new insights and build features and software that customers love
- **Uphold Foothold's core values: *Mission-Driven, Respect, Collaboration, Work-Life Balance, and Integrity***

Experience:

- Bachelor's degree in Interaction Design, Graphic Design, HCI, or other relevant degree
- Experience: 3+ years with end to end product design where you have shipped highly successful enterprise SaaS products with complex interactions
- Proficient in Adobe CC suite, Figma, and/or other industry-standard creative software
- A portfolio that shows your end-to-end design process experience
- Clear, concise, and thorough written and oral communication skills--you have the ability to communicate complex ideas in simple, easy-to-understand ways.

Other Information:

- Location: New York City / Remote
- Compensation: Competitive
- Other Benefits: 401k matching, medical and dental healthcare coverage, FSA, competitive PTO, flexible working schedule and location
- Culture: Fast-paced, highly mission-driven atmosphere in a casual, laid back environment

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Please include a portfolio link in the application.