

Associate, Service Design

What is Bridgeable?

We are an award-winning strategic design firm whose mission is to bridge the gap between what organizations know and what they do, delivering shared value to our clients and their customers. We strive to increase our profile as service design leaders in order to have the greatest social impact possible.

Bridgeable is a multi-disciplinary team — people who, in a different context, might be known as designers, scientists, futurists or strategy consultants. But at the end of the day, we are all translators. We translate knowledge into action, insight into strategy, and strategy into tactics.

What are we looking for?

We are currently seeking an **Associate, Service Design (Level 2)** who will work on Financial Services, Telecom and Public Sector projects. Your area of expertise may be in research, strategy, or a design discipline, but your core competency is thinking strategically and bringing solutions to the market. You will contribute to the development of material that effectively communicates complex concepts in a compelling way. You will support primary and secondary research activities, build relationships with stakeholders, and design and facilitate workshops. You will bring a positive, fearless attitude to your work, with a drive to be relentlessly useful, and a thirst for professional and personal development.

The high-level scope of your role will include:

- Bridging business and users needs to come up with creative win-win solutions, often in response to an ambiguous client challenge, rather than a traditional 'brief'
- Understanding the client's business model and internal dynamics as you use service design tools to help solve their problems
- Collaborating with a multidisciplinary team focused on creating better experiences for users across different services and industries, including financial services, telco, pharma, and public sector

Specifically, your responsibilities will include:

- Analyzing qualitative data from research and highlighting patterns for further study
- Creating/applying visual frameworks for communicating research insights
- Planning and aiding with the facilitation of co-creation sessions that design solutions based on user needs
- Articulating strategic insights from co-creation sessions and telling a compelling story
- Designing prototypes, including low fidelity, rapid iterations in co-creation sessions and high fidelity outputs using a variety of software tools
- Development of unique points of view on service design challenges and solutions
- Mentoring less experienced team members during the execution of client projects

What are the Key Qualifications?

You have:

- An undergraduate degree in pertinent field or equivalent work experience
- 4+ years of work experience in the field of service design, business design, industrial design and/or interaction design
- The ability to work independently on and take ownership over small parts of large projects
- A passion for improving people's lives through the application of a human-centred design approach
- Experience as a team lead, where project management or client management was part of your role

You are:

- A reliable team player
- Experienced in a consulting environment, or similar client service role
- Experienced with working with the pressure of deadlines and ability to prioritize tasks strategically

You love:

- Prototyping and iterating and prototyping and iterating and prototyping and iterating
- Planning co-creation sessions and participating in workshops
- Using a human centered approach to solve problems

Why work at Bridgeable?

Great Work Culture:

We understand that you spend a lot of time at work and we invest a lot into making that time enjoyable and energizing. We have created a great space to enable you to comfortably focus your creative energy on your work.

We have built a great team that values initiative, integrity, empathy, adaptability, and transparency, that thrives on working collaboratively to deliver impactful solutions. Our Employee Experience team is dedicated to creating enriching activities, like sound meditation, improv, and summer camp, designed to relax, invigorate and strengthen the Bridgeable team.

Our entrepreneurial environment gives you freedom to drive your success in this position. As a diverse and growing organization we value your growth and encourage and invest in a variety of personal and professional development opportunities. If you are learning, we are learning!

Great Benefits:

In addition to the opportunity to participate in impactful work with an awesome team, we also offer a competitive compensation package and share our success across the team. Our benefits package will have your health and dental needs covered and we provide all of our employees with an optional gym membership. In addition to coffee and an impressive array of teas, we have a weekly delivery of organic fruit and yogurt to keep you fuelled up!

We are located in the Liberty Village neighbourhood of downtown Toronto, a vibrant centre for professionals in media, tech and design.

If you are as excited about this opportunity as we are, then we look forward to hearing from you! Please apply with a cover letter, resume and portfolio to: careers@bridgeable.com

We thank all applicants for their interest; however, we will only contact those we feel qualify.