User Experience Researcher (Full-Time, Remote)

Organization

The Family Independence Initiative (FII) is a national organization developing a platform for social and economic mobility. Over the last decade FII has demonstrated that investing in people’s strengths delivers stronger, more sustainable and cost-effective outcomes for working low-income families. Our strength-based approach is inspired by the historical successes of low-income communities in the U.S.

FII learns from and makes cash investments in the demonstrated strengths of low-income families through its web-app, UpTogether. UpTogether is a private network for exchanging financial and social capital where families support one another and share their successes. FII uses the data provided by UpTogether members to shift perceptions of the poor and advocate for philanthropy and government to invest directly in low-income communities.

Job Description

FII is seeking a full-time user experience researcher to support the development of our technology platform, UpTogether. We are looking to turn UpTogether into the operating system of a new social safety net that invests in people based on strengths rather than deficits.

The new UpTogether will be a capital exchange network where social investors (philanthropic and government) make financial capital investments in low-income members on the platform, and members invest in each other, giving and receiving help and support in their communities that we refer to as social capital.

The user experience researcher will be responsible for conducting foundational and user interaction research with UpTogether users ranging from philanthropic and government professionals to people living in low-income communities across the United States.

The ideal candidate will be someone deeply interested in exploring not only the way that UpTogether can facilitate financial capital investments, but also capable of unearthing the more cerebral (and perhaps more rewarding) question of what it means to support meaningful social capital exchanges between members on UpTogether.

The user experience researcher will report directly to the CTO and will work with engineers and data scientists on the technology team, as well as front-line FII staff, ensuring products are being designed with input from all relevant parties.

This is a 100% remote position, so the successful candidate must have a solid internet connection and functional work environment. Because the answers to our user questions exist out in communities, the user experience researcher must be energized by meeting users in person and traveling on occasion.

Ideal Candidate

- Academic background in user experience research, qualitative research, ethnographic research, human centered design, and/or related disciplines.
● Training in facilitating focus-groups and conducting survey instrument pilot tests.
● Ability to quickly develop low-fidelity mock-ups for user testing and design reference.
● Self-starter motivated by the opportunity to advocate user voice in a new technology with the potential for significant social impact.
● Experience translating user experience into actionable feedback for software engineers.
● Personal connection to FII’s mission.
● Nonprofit or financial technology experience a big bonus (not required!).

The Team

You will be working on a growing technology team comprised of full-stack engineers and data scientists. We are very active on Slack and are focused not only on doing meaningful work, but also enjoying the process of working and building together.

Compensation

This is a full-time position with a competitive benefits package, including medical, dental, and vision, 401(k), and vacation. Salary is commensurate with experience.

Apply

Please submit a resume, link to online design portfolio (if you have one), and a brief introductory email about why you are applying for this position, with subject line “User Experience Researcher” to David Henderson: david@fii.org.