

User Experience Designer

Headquartered in Colorado Springs, Colorado, Focus on the Family has nearly 600 employees who work to achieve the mission of enriching the lives of families, engaging the culture, advocating for life and spreading the Gospel of Jesus Christ. The work is meaningful, the culture is rewarding, and the purpose is eternal.

The User Experience Designer position exists to create compelling and elegant digital user experiences through design while shaping how Focus on the Family is presented visually throughout its digital properties (e.g. websites, landing pages, social media platforms, apps, etc.). This position will be expected to apply the latest best practices in UX design, leading to a world-class experience.

Essential Duties/Responsibilities:

- Is able to quickly create high quality, on-brand designs using HTML/CSS, modern web development frameworks like Bootstrap or Foundation and Git versioning
- Is able to troubleshoot design issues on a website and implement fixes
- Works closely with team to research constituent behavior and needs
- Is committed to understanding constituents needs and pain points and developing digital experiences to increase engagement, revenue, conversion, and retention
- Obtains and analyzes website analytics, usage statistics, A/B testing, and user feedback; practices data-driven design
- Manages content management systems, including installation of widgets and plugins and customization of templates
- Thoroughly tests websites and prototypes to ensure maximum usability, browser compatibility, mobile responsiveness, and optimal load time
- Creates variations of code and designs to allow for multivariate testing, keeping the best possible constituent experiences in mind
- Leads assigned tasks and projects through the appropriate design lifecycle, from wireframing and design concepts to final visual design, functional specifications, and documentation
- Is responsible for the creation of task and project deliverables including, but not limited to: visual designs, HTML/CSS code, functional specifications and style guides
- Works with project team throughout a project's entire lifecycle to ensure proper interpretation and implementation of identified requirements

- Creates visual designs, including original artwork and illustrations, graphics, banners, and other design elements, for the ministry's digital properties
- Selects appropriate stock photography; Manipulates and optimizes stock photography and other imagery for digital use
- Works closely with other designers (internal and third party), digital communications strategists, content creators, web developers, and marketing specialists to deliver consistent results
- Proofreads to produce accurate and high-quality work
- Researches industry best practices and user behavior to inform design decisions, and keeps up to date with emerging technologies

Other Duties/Responsibilities:

- Learns and reports on best practices, industry standards, and legal requirements associated with assigned projects
- Works in promotion planning, marketing campaigns, and merchandising decisions
- Performs other duties, including but not limited to duties as assigned, some of which may include the development and creation of a variety of copyrightable works (e.g., print, photography, film, music, visual arts, etc.) for distribution in any and all media and formats (such as television, radio, internet, wireless, DVD, satellite and digital) on a world-wide basis, all of which shall be for the benefit of Focus on the Family

Working Environment/Physical Requirements:

- Office environment

JOB QUALIFICATIONS/REQUIREMENTS

Character/Spiritual:

- Exemplifies Ephesians 5:1-2, "Therefore be imitators of God as dear children and walk in love, as Christ also has loved us and given Himself for us..."
- Pursues the Great Commission given by Jesus Christ in Matthew 28:19-20, "Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age."

- Is a consistent witness for Jesus Christ; maintains a courteous, Christ-like attitude in dealing with people within and outside of Focus; adheres to the [Standard of Moral Conduct](#) and [Statement of Faith](#); upholds Focus on the Family's ministry in prayer
- Prays personally for Focus on the Family's staff and constituents and may occasionally lead in a public prayer
- Engages in Christian ministry
- Demonstrates behaviors aligned with [FOF core values](#)

Personal Characteristics:

- Results-oriented, self-motivated and committed
- A strong team player – humble, hungry, smart
- Detail and process oriented
- Is able to take frequent direction and feedback from other team members
- Avid interest in digital media, especially as it relates to the key components of content display and user experience

Knowledge/Experience:

- Bachelor's degree in graphic design, user experience design, interactive design, a related field, or equivalent experience
- 5-7 years of experience in digital design and website development
- Knowledge of HTML5 and CSS3
- Experience managing design projects, estimating resources, timeframes and planning, etc.
- Proficient with design and prototyping software (e.g. Photoshop, Fireworks, Creative Cloud, Edge Code, Bootstrap etc.) and office software
- Familiarity with PHP, BigCommerce and its Stencil framework or other programming languages a plus
- General marketing and/or communications experience helpful

Skills, Abilities, and Special Talents/Gifts:

- Ability to manage more than one design project at a time, allocating the relevant amount of time according to the value of the job
- Ability to deal with constantly changing priorities and demands
- Exceptional analytical ability and logical thought process to deal with complex problems
- Strong organizational and planning skills
- Strong communication and presentation skills (written and verbal)
- Ability to operate as a liaison; to identify needs/opportunities and link resources across the ministry
- Attention to detail and accuracy
- Professional appearance and conduct

Salary Range: \$54,841 to \$64,769/yr.

Focus on the Family puts a high value on our team members and offers a unique benefit package.

Employees scheduled for 30 hours or more per week are eligible for:

- Medical Plan
- Dental Plan
- Life Insurance
- Disability Insurance
- Flexible Spending Accounts

Employees scheduled for 20 hours or more per week are eligible for:

- Legal Shield/ID Shield
- AFLAC
- Retirement Plan
- Vacation Time
- Sick Time
- Holidays
- Service Awards

Note: *This is a summary and should not be construed as future promises to continue to provide benefits as outlined above. For complete and definitive language, refer to the governing plan documents.*