

Senior UX Researcher- 6 month contract



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 17, 2024

Published : Sep 17, 2024

Employment Status : Contract

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About Super.com

We started [Super.com](#) to help maximize lives—both the lives of our customers and the lives of our employees— so that everyone can experience all that life has to offer. For our employees, our promise is that Super.com is more than just a job; it's an opportunity to unlock one's potential, where learning is celebrated and impact is realized.

We are more than a [fast-paced, high-growth tech company](#); we care about our people and take career progression seriously. This is your career and our aim is to supercharge it [through the people, the work, and the programs](#) that fuel who we are.

About our team

The goal of the product design team is to transform our [Super.com](#) app into a cohesive and engaging product that guides our users through our fintech and travel experiences. Research plays an instrumental role in helping guide our decisions, ensuring that we focus clearly on balancing user needs with business objectives. Our app is relatively new, and there's a lot of work to be done designing new features, and improving the overall quality of our product. If you're looking for a chance to mold a new product and have a big impact - this is it!

About the Role

As a Senior UX Researcher at [Super.com](#), you will play a crucial role in understanding and evangelizing our users' evolving needs, behaviors, and motivations. You will lead research initiatives that inform the design and development of our products, ensuring that they are intuitive, engaging, and meet the needs of our diverse user base. You will collaborate closely with product managers, designers, other researchers, and engineers to translate research findings into actionable insights that drive product innovation and user satisfaction.

Key Responsibilities

- Lead and manage end-to-end UX research projects, from planning and conducting research to synthesizing findings and presenting insights.
- Design and execute qualitative and quantitative research methods, including, but not limited to, user interviews, usability testing, surveys, and contextual inquiries.
- Work with Designers, Product Managers, Engineers and other UXRs to prioritize research opportunities in a fast-paced, rapidly changing environment.
- Understand and incorporate complex technical and business requirements into research to plan and prioritize research initiatives for the UXR team based on business priorities.
- Advocate for our customers and user-centered design principles and best practices throughout the product development lifecycle.
- Stay up-to-date with the latest UX research trends, tools, and methodologies, and apply them to improve research processes.
- Oversee and elevate the quality of UXR research for the UXR team as a whole, as you mentor and guide junior UX researchers, fostering a culture of learning and growth.
- Socialize research findings to diverse audiences through written reports and presentations.

About You

- Bachelor's or Master's degree in Human-Computer Interaction (HCI), Psychology, Anthropology, or a related field.
- 5+ years of experience in UX research, with a strong portfolio showcasing a range of research methodologies and their impact.
- You are data-driven with proven ability to lead complex research projects and deliver actionable insights that drive product decisions.
- Strong analytical skills and the ability to synthesize data from multiple sources into clear, actionable recommendations.
- Experience with SPSS, R, Jamovi, or other statistical analysis software.
- Proficiency in UX research tools and software (e.g., UserTesting, Qualtrics).
- Excellent communication and presentation skills, with the ability to convey complex research findings to both technical and non-technical audiences at all levels.
- Ability to understand business needs and prioritize research initiatives accordingly.
- Comfortable working in a fast-paced, and rapidly changing environment.
- Excellent organization skills and ability to support multiple work-streams simultaneously.
- A passion for understanding user needs and a deep empathy for users' experiences.
- Experience leading and managing other researchers.

We Believe in Equal Opportunity

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Accommodations are available on request for candidates taking part in all aspects of the selection process. If needed, please notify our Talent Acquisition Partner.

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
