



User Experience Designer

Location: Kitchener, Ontario

Job Description - Full time, permanent

About us:

ProNavigator is a venture-backed insurance technology company. Our team is made up of insurance industry veterans, technology experts, and data scientists who've come together to build solutions specifically for the insurance industry. ProNavigator's platform incorporates natural language processing and machine learning to improve access to information and automate workflows for customers, distribution partners and employees. This is a great opportunity to join a tight-knit, fast growing team.

About the role:

At ProNavigator, we're all about that "wow" moment. Enabling users to quickly get the information they need is what we do. And user experience that continually enables and focuses on that success is paramount.

We're looking for a User Experience Designer who will work with our development teams to design and deliver solutions that enable the "wow". You'll work to understand our customer personas, the true "why" behind their problems, and create evolving designs that continuously improve our approach. You'll work across our flagship product to ensure a common look and feel. And you'll work directly with our customers to validate concepts before and as we develop them.

Most importantly, you'll grow as we grow. Ready to help champion the user experience at ProNavigator? Keep reading!

Key Responsibilities:

- Develop and maintain a deep understanding of our customer needs - by conducting user research, working with customer facing teams, and our support channels.
- Develop storyboards, concept diagrams, sketches, mock-ups, prototypes and detailed design specification to communicate design solutions
- Involve the development teams as you iterate through designs to ensure they are feasible and enforce the why
- Present designs to internal stakeholders to obtain feedback and alignment
- Work with product management to refine requirements and ensure product design is one of our core products values.

Required Skills and Qualifications:

- Show us your portfolio! Seeing what you've worked on in the past is an important part of your skills. But on top of that,
- Experience in B2B SaaS products using iterative design processes

- Proficient in design tools and platforms
- Ability to show clear connections between design proposals, our customer's needs, and our business' strategies
- Ability to advocate for a design direction but recognize when a solution isn't ideal
- Strong communication and interpersonal skills

The Perks:

While we have enabled people to start a safe return to the office, we'll continue to support remote employees as part of our growth. When we do have an office, we offer snacks, beverages, game nights, and more. But doesn't every high-tech company?

What we can promise is a team that is driven on the idea that we can and will change the world of Insurance. A team that will be enabled to make mistakes because we're pushing the limits of technology. And a team that is built with a simple approach: no jerks, no egos, candid feedback is always better than polite hypocrisy, the growth of our people drives the growth of our product, and a true belief that diversity drives innovation.

But if you really need some perk details:

- Benefits after 30 days - health, dental and vision
- Competitive salary, vacation, and equity (we're all owners here)
- Great office location - The Tannery in downtown Kitchener, surrounded by public transit, restaurants and activities
- Parking, unlimited coffee/tea, snacks, social events - when the office reopens fully
- Recognition of wins - we believe in recognizing individual employee successes, departmental and company wins and make sure we celebrate them.
- We are foodies at heart and hope you are too... in-person weekly lunch and learns when the office is open and virtual quarterly meetings with gift cards for food delivery provided
- Weekly online games with various staff members.
- "Get to know your coworkers" time weekly while we are virtual
- Diverse, fun co-workers. A culture unlike any other.

To apply

Send a resume to admin@pronavigator.ai.