

Growth & Engagement Designer

The Growth & Engagement Designer role is part content strategy, part instructional design, part growth hacking and all about creating opportunities that empower Calabrio customers to succeed. This team designs content and experiences that promote customer growth and engagement. Whether it's creating microlearning videos, bringing step-by-step instructions to life or optimizing content for maximum findability, this team strives to create learning experiences that help customers catalyze growth by accessing just the right information at just the right time.

CORE EXPECTATIONS

- Design and develop engaging educational content to strategically deliver the right information to customers in the right format at the right time in their customer journey.
- Gather, analyze and incorporate input from multiple stakeholders and Subject Matter Experts (SMEs) to design, create and maintain learning resources.
- Design and develop multimedia content for a variety of content areas that promotes user engagement and learning.
- Keen eye for design and a passion for using visual storytelling to create engaging videos.
- Innate understanding of computer interactions and user flow.
- Stay current with the latest developments in related fields such as content marketing, learning strategy and analytics.
- Consistently meet project deadlines with quality work.
- Other core expectations will be defined by your direct supervisor/manager.

COMPETENCIES

- Proficiency with video editing software (like Camtasia Studio or Adobe Premiere)
- Familiarity with additional content creation tools (like VideoScribe, Prezi, Articulate Storyline, Adobe After Effects, etc.)
- Familiarity with office software (like Microsoft Word, Excel, PowerPoint and Outlook)
- Learn content quickly and develop learning assets in limited time periods.
- Adapt to rapidly changing software, deadlines and requirements.
- Manage content organization and delivery.
- Write concise and engaging scripts.
- Collaborate with employees at all levels of the organization.
- Manage projects independently.
- Mentor other Growth & Engagement Designers.
- Other core competencies will be defined by your direct supervisor/manager.

EXPERIENCE/EDUCATION

- Bachelor's degree required. Areas of focus may include education, instructional design, educational technology, marketing, visual design or related field.
- At least 3 years of work experience in education, instructional design, educational technology, marketing, visual design or related field.
- Familiarity with a contact center, analytics or software environment.

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=160444&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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