

## UI Manager

### IMAGINE A JOB WHERE YOU...

- ∞ Work directly with senior management on a regular basis contributing to product development and delivery
- ∞ Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- ∞ Enjoy a no-nonsense working environment where you collaborate with colleagues across business units
- ∞ Have tons of room for career growth and opportunity

At Calabrio, this is true for EVERY MEMBER of our company!

### WHY 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](http://www.calabrio.com). Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

### WHAT YOU'LL BE DOING

As a UI Manager, you will be an integral part of an agile and fast-growing team shaping Calabrio's current and future UI needs. We are looking for UI people who think big and are inspired by tackling longstanding challenges in enterprise software. You will work with the internal engineers, product managers, and even customers to iteratively design views and interactions for our new products. A strong working knowledge of user-interface design processes is critical to your success. You must have an eye for detail and a thorough understanding of modern interaction design principles and methods.

## IF YOU HAVE THESE SKILLS, CALABRIO IS LOOKING FOR YOU

- ∞ 8+ years' experience as a user interface engineer
- ∞ Bachelor's degree in Computer Science, Computer Information Systems or related field
- ∞ 2+ years' experience managing a team UI engineers
- ∞ Background managing a rapid prototype team
- ∞ A portfolio demonstrating experience with complex applications
- ∞ Experience working collaboratively in a fast-moving environment with a team of PMs and developers where iteration is encouraged

## CORE EXPECTATIONS

- ∞ Create and drive the design of innovative solutions to a wide variety of user experiences including mobile and desktop
- ∞ Work strategically with executives and other senior leaders within the organization to deliver useful, useable and desirable user interactions
- ∞ Fluency in best practices for web-based information architecture and design as well as strong knowledge of user interface principles and techniques.
- ∞ Work collaboratively within an agile product team made up of product managers and fellow UI engineers to deliver world-class product interactions through iterative releases
- ∞ Create appropriate deliverables including wireframes, user scenarios, prototypes, etc.
- ∞ Help product owners, engineering managers and UI engineers evaluate success criteria and prioritize an efficient roadmap that balances short-term and longer-term user interactions and focuses appropriately on the highest value opportunities
- ∞ Stay on top of competitive and market experiences to help drive continuous improvements to products
- ∞ Supports the implementation of UI solutions through the development and QA process
- ∞ Lead, coach and mentor team of UI engineers and professionals

## CORE COMPETENCIES

- ∞ Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- ∞ Ability to work independently and as part of a team
- ∞ Expert knowledge of proper syntax for JavaScript, HTML and CSS
- ∞ Knowledge of design techniques and tools such for
  - Photoshop
  - Illustrator
  - Fireworks
- ∞ Other core competencies will be defined by your direct supervisor/manager

## WORKING RELATIONSHIPS

- ∞ Report to software engineering director or higher level personnel
- ∞ Close interaction with peer software engineers, group leaders and other employees and departments in the company
- ∞ Direct work with customer and partners in a leadership role
- ∞ Provides leadership within company on small projects and tasks
- ∞ Ability to work independently and as part of a team

## 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 learn more about our company please visit:

[www.calabrio.com](http://www.calabrio.com).

To apply to this career opportunity, follow this link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=163030&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=163030&lang=en_US&source=CC3)

## 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.

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