



## **Marketing Apprentice – UX Design Product Manager (REMOTE)** Job Description

### **About the Team**

The world isn't standing still, and neither is Allstate. We're moving quickly, looking across our businesses and brands and taking bold steps to better serve customers' evolving needs. That's why now is an exciting time to join our team. You'll have opportunities to take risks, challenge the status quo and shape the future for the greater good.

You'll do all this in an environment of excellence and the highest ethical standards – a place where values such as integrity, inclusive diversity and accountability are paramount. We empower every employee to lead, drive change and give back where they work and live. Our people are our greatest strength, and we work as one team in service of our customers and communities. Plus, Allstate is changing how, when, and where we work-to lead us boldly into our future. We're empowering our employees to create better ways of working through more intentional use of communication and collaboration practices, processes, and tools.

Everything we do at Allstate is driven by a shared purpose: to protect people from life's uncertainties so they can realize their hopes and dreams. For more than 90 years we've thrived by staying a step ahead of whatever's coming next – to give customers peace of mind no matter what changes they face. We acted with conviction to advocate for seat belts, air bags and graduated driving laws. We help give survivors of domestic violence a voice through financial empowerment. We've been an industry leader in pricing sophistication, telematics, digital photo claims and, more recently, device and identity protection. We are the Good Hands. We don't follow the trends. We set them.

### **About the Role**

**Want to work in your field and train on the job? Join our 12–24-month apprentice program! You will earn and learn on the job, receive career guidance and mentorship, all while attending school. Allstate will also provide tuition assistance and hands-on training in the field of User Experience.**

**The program will start August 2023.**

We're a large and well-respected digital design organization of 115+ passionate UX Designers, Content Designers, Researchers, Visual Designers, and Design Program Managers. We're hiring to evolve UX across dozens of digital products and services and Allstate brands, and to establish a shared design platform: an expanded design system, reusable content, user research and design thinking.

Here's what you can expect from a UX career at Allstate:

- Participate in a collaborative, fun and friendly remote team environment that values diversity, builds and trains individuals, and supports long-term career and skills growth.

- Contribute to large-scale digital systems and products that are used by millions of customers and have a meaningful impact on our business.
- Join a proven UX organization that is benefitting from high growth, demand, visibility and investment.
- Practice true user-centered design, supported by robust research and analytics capabilities.

At Allstate, you'll help innovate and reinvent insurance and improve customers' lives by designing products to support them in their moments of greatest need, and you'll have fun along the way. Join our diverse team of creative problem solvers using our talents for good — at work and in life.

**Job Summary:**

As a UX Design Program Manager Apprentice, you'll work alongside fellow team members to create a work environment that empowers and enables designers to function seamlessly and do their best work. You'll leverage your skills to organize and manage digital products and services from the ground up; facilitate diverse teams toward clear priorities, unified goals and measures of success; support software/tools, patterns and process to innovate and improve the design organization's operational effectiveness and drive collaboration and learning opportunities to create a healthy, engaging design culture.

**Job Responsibilities:**

*Program Delivery*

- Facilitate new work requests with stakeholders, framing opportunities to effectively prioritize and clearly define UX engagements.
- Identify optimal staffing capacity and operating models to facilitate healthy collaboration, design quality and workflow efficiency. This includes establishing and facilitating team rituals.
- Track and report on delivery performance and resource capacity.

*Talent, Process and Operational Effectiveness*

- Care for our humans; improve hiring, onboarding, personal development, and recognition practices.
- Educate to ensure a clear understanding of design activities and demonstrate UX value.
- Standardize, measure, and optimize our design processes and tools to drive design quality and efficiency.

**What we need to see from you:**

*Education and Experience*

- Pursuing a certification or degree in User Experience Design, Project/Program Management, Human Computer Interaction.

*Certificates, Licenses, Registrations*

- Agile Scrum Certification a plus but not required.
- Certificate in UX design from a recognized training organization or academic institution a plus but not required.
- PMP, CSPO, CSSM or similar project management coursework preferred but not required.

*Qualifications*

- Strong communication, organization, process definition and/or project management
- Consumer-centric predisposition and demonstrated relationship building skills
- Polished communication and presentation skills
- Microsoft Excel skills for managing and maintaining data, charting, and reporting.
- Exceptional attention to detail
- Demonstrated collaborative, experimental, and holistic approach to problem solving.
- Demonstrated teamwork and collaboration in a professional setting; either military or civilian
- Experience or coursework in web development or programming
- MS Office proficiency

**Supervisory Responsibilities:** This job does not have supervisory duties.

**Compensation:**

As an Apprentice, you will work between 20-30 hours per week at a rate of \$27.21/hour. Benefits are available.