

Voice User Interface Designers

Voice User Interface (VUI) Designer to design speech-enabled applications for telephony-based systems

Responsibilities

- Design voice dialogs for telephony applications, including creating call flow diagrams, and detailed dialog design specifications
- Work with clients to ensure that system meets their goals
- Work with database engineers to ensure that system interfaces appropriately with back-end data
- Work with application engineers to deliver system as designed
- Evaluate application usability
- Recommend changes to improve caller satisfaction and transaction completion

Required Skills

- BA or above in Psychology, Computer Science, or related fields (Preferred: emphasis on human factors design)
- Experience in usability testing and user research
- Proven ability to identify and resolve complex problems
- Experience working in a fast-paced, cross-functional technical environment
- Proven track record of successfully managing and delivering multiple technical projects
- Strong interpersonal skills
- Successful history of client contact including experience in setting and managing client expectation
- Demonstrated ability to work with a diverse staff, inspire teamwork and take a leadership role
- Excellent communication skills (written and oral)

Optional

- Fluent in both Spanish and English.