

Design, Technology, and Innovation Fellow: Facilitator / Conversation Designer

We're looking for mid-level and senior facilitators to serve on multidisciplinary project teams with designers and career civil servants, actively demonstrating the value of facilitation in support of an iterative design process. Our teams are working to improve a wide range of city services, including researching and redesigning our [permitting processes](#), prototyping ways to change behaviors around [recycling and composting](#), building the next generation of [ATXFloods](#), improving the digital presence of our [Convention Center](#), and creating city-wide standards for service design, web development, and user research.

Your passion is bringing people together and running a process to help them tackle complex challenges. You'll also serve as an expert and educator in your discipline, establishing new practices that can work across departments and providing guidance and training for other fellows and city staff.

This position is currently available for a 4 month term, with the possibility of extending to a year based on the emerging needs of our projects and initiatives.

Salary

\$76,560-\$86,000, commensurate with experience

What you'll do:

- Plan and conduct stakeholder research to develop robust “lay of the land” insights into organizational systems.

- Help diverse groups identify and pursue opportunities to strengthen their collaborative connections.
- Design spaces/practices/processes for people to have constructive conversations, tackle their disagreements productively, and collaborate on complex challenges in innovative ways.
- Lead facilitated sessions of all sizes involving a diverse array of internal and external stakeholders with potentially competing perspectives on complex issues.
- Generate broad buy-in across diverse groups. You'll straddle multiple worlds in your work and need to be highly engaged and empathetic to unique perspectives, yet maintain your neutrality while you develop relationships with diverse groups simultaneously.
- Guide and coach team members and stakeholders on facilitation methods, especially colleagues who are unfamiliar with facilitation by neutral third party process experts.
- Serve on multidisciplinary teams of designers, developers, program staff, and other civil servants as part of a user-centered and iterative development process focused on solving real problems for real people.
- Integrate insights about organizations, human systems, and interpersonal relationships into the design and development process.
- Share about our facilitation approach in a variety of settings and forums, across an organizational system.
- Commit to making what we design and facilitate fully accessible to the people we serve.
- Serve as a subject matter expert in the hiring process for additional Design, Technology, and Innovation Fellows.

What we're looking for

- 3+ years of professional experience designing and conducting facilitated collaboration processes with demonstrated outcomes/deliverables and knowledge of when and how to use specific facilitation approaches
- Mediation training and experience highly preferred
- Experience building effective relationships with stakeholders at all levels of an organization
- Willingness to work within lean and agile design methodologies
- Experience planning, conducting, and analyzing qualitative user research
- Successful track record working with cross-functional teams and within a range of industries, sectors, and organizational cultures
- A passion for public service and a commitment to doing the hard work that's necessary to improve our city services

Minimum qualifications

- Three years of relevant work experience
- Graduation from an accredited four-year college or university with major course work in a related field. An additional 4 years of experience can substitute this education requirement.