

Description

SHIFT: Day Job

SCHEDULE: Full-time

Job Title: Director Digital Solutions “ User Experience Location: Flexible “ Work from Home

Be part of an extraordinary team We are looking for leaders at all levels of the organization who are passionate about making an impact on our members and the communities we serve. You will thrive in a complex and collaborative environment where you take action and ownership to solve problems and lead change. Do you want to be part of a larger purpose and an evolving, high-performance culture that empowers you to make an impact?

Our Design team is a highly collaborative, fast-paced group responsible for building leading experiences in the HealthCare space. The Director of User Experience & Design is the visionary of our product who is a pragmatic builder but idealist at heart. As the Director of UX & Design, you will lead product design, user research, design systems & accessibility. In order to be successful you will be a design leader with a track record of managing, mentoring and inspiring a team of Product Designers as they deliver exciting, high-impact, cross platform work. You must be comfortable working at a feature-level and at a strategic-level. You should be known for your ability to manage a team, to figure out ways to help them flourish and to bring an additive perspective. Responsible for understanding the marketplace, segments priorities, digital innovation, and the competition. Responsible for connecting together the needs of all stakeholders (customers, business partners, technology enablers) and generating a digital solutions strategy to move Anthem to the next level. Accountable for providing vision and direction to a team of associates who construct the solutions based on that strategy and vision. Collaborates with key stakeholders inside and outside the organization to evangelize the vision and orchestrate execution and delivery. Primary duties may include, but are not limited to:

- “ Defines the digital strategic vision and roadmap and priorities and ensures team and vendors are aligned with vision and strategy.
- “ Communicates strategy and roadmap to business partners and coordinates work with functional areas across the business.
- “ Identifies and resolves strategic issues that may impair the ability of their direct reports to meet goals.
- “ Hires, trains, coaches, counsels, and evaluates performance of direct reports.
- “ Manage all functions of the User Experience team; continually assess, hire and scale the organization as necessary.

Identify, articulate, and own the vision for our products and markets “ Drive and inspire the vision for our Provider and Associate products. Build design programs that influence the product / company direction. Be an advocate and credible voice for all things design, brand, quality at exec-level and company-wide.

- “ Partner closely with the Product & Engineering team to help determine the best implementation methods and drive agile, and user-centric product design processes.
- “ Provide effective design direction, mentor and facilitate product development process that raises our product execution, product quality while scaling a team.
- “ Advance the discussion of our product vision at the executive level. Elevate the voice of the Design team company-wide. Ensure the Design team is the chief voice of the customer company-wide.
- “ Determine, communicate, and hold us accountable to a high product quality bar.
- “ Build systems, processes, team that allows Design to navigate company, team, and individual professional growth while maintaining strong culture.
- “ Set ambitious but achievable goals, inspire a sense of urgency, expect high standards. Have a great nose for talent and team / individual performance.
- “ Organizationally savvy. Successfully navigate across our departments and drive alignment cross-functionally.
- “ Develop effective, informative feedback loops through the various departments within the organization. Measure and analyze existing user journeys and seek out opportunities to innovate/improve. Inspire a high performance team to continually come up with novel approaches to how we increase adoption of our digital products while continuing to enhance our brand reputation.
- “ Improve and expand the team

by attracting, developing and retaining high performance designers who excel within a diverse and inclusive environment.

Qualifications

Minimum Requirements: Requires a BA/BS degree in related digital solutions field and a minimum of 10 years of experience with digital product management with digital assets including 5 years of management experience; or any combination of education and experience, which would provide an equivalent background.

Preferred Qualifications: • MBA or equivalent preferred. • Prior experience managing a Design team at scale for software product. 3+ years of managerial experience • 5+ years experience working in Design teams for enterprise products • Strong command of design and product usability. • Able to clearly articulate your vision, build a clear strategy, and drive execution across the organization while ensuring the quality and velocity of decision making and delivery. • Extensive experience working cross-functionally with a Product Development team • Has set and built towards a Product vision many years out. Is a clear, inspiring communicator • A passionate leader who has demonstrated their ability to lead multiple interdisciplinary teams that deliver across the organization and build solid experiences that serve the need of multiple different product • Able to champion the business value of user experience and continue to influence how design and user research is included early in the product and service definition phase. • Knowledge & Experience working in the Health Care space is highly desired. • Excellent interpersonal skills, ability to manage, mentor and motivate a team. • Exceptional business acumen and world-class presentation and customer interaction skills. • Growth mindset.

We offer a range of market-competitive total rewards that include merit increases, paid holidays, Paid Time Off, and incentive bonus programs (unless covered by a collective bargaining agreement), medical, dental, vision, short and long term disability benefits, 401(k) +match, stock purchase plan, life insurance, wellness programs and financial education resources, to name a few. The health of our associates and communities is a top priority for Anthem. We require all new candidates to become vaccinated against COVID-19. If you are not vaccinated, your offer will be rescinded unless you provide "and Anthem approves" a valid religious or medical explanation as to why you are not able to get vaccinated that Anthem is able to reasonably accommodate. Anthem will also follow all relevant federal, state and local laws. Anthem, Inc. has been named as a Fortune Great Place To Work in 2021, is ranked as one of the 2021 World's Most Admired Companies among health insurers by Fortune magazine, and a Top 20 Fortune 500 Companies on Diversity and Inclusion. To learn more about our company and apply, please visit us at careers.antheminc.com. Anthem is an Equal Employment Opportunity employer and all qualified applicants will receive consideration for employment without regard to age, citizenship status, color, creed, disability, ethnicity, genetic information, gender (including gender identity and gender expression), marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status or condition protected by applicable federal, state, or local laws. Applicants who require accommodation to participate in the job application process may contact ability@icareerhelp.com for assistance.

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