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senior design strategist, Discover + Design

(Job Number: 220073149)

Job Posting Sep 20, 2022 **Job Posting End Date** Oct 12, 2022

Location US-WA-Seattle-Starbucks Support Center

Is this role eligible for remote or hybrid work? Yes-Hybrid

Starbucks - Marketing and Brand Management

Schedule Full-time

Now Brewing – senior design strategist, Discover + Design! #tobeapartner

From the beginning, Starbucks set out to be a different kind of company. One that not only celebrated coffee and the rich tradition, but that also brought a feeling of connection. We are known for developing extraordinary leaders who share this passion and are guided by their service to others.

This job contributes to Starbucks' success by stewarding multiple projects through the human-centered design process for the Discover+Design team. The Discover+Design team is embedded within the larger Digital Customer Experience organization.

Discover+Design is a specialized design research group that partners with business, marketing, and technology teams to apply human-centered design into our digital product development strategy. We enable business teams to identify compelling customer-focused experiences by working directly with customers to learn about their needs, validate hypothesis, and create and test prototypes by using tools and methods including design sprints, facilitated ideation sessions, customer co-creation, and rapid prototyping.

To help us continue our mission, Discover+Design is seeking a full-time **senior design strategist** to join the team. In this role you will advocate for the customer, balance quantitative data with qualitative design direction, and effectively navigate ambiguous problem spaces. The senior design strategist splits their time across 2-4 research projects and consults with other teams looking to apply human centered design to their project work.

*As a **senior design strategist, Discover + Design**, you will...*

- Contribute to Starbucks future growth, using human-centered design to understand customers, generate new offerings and rapidly experiment new ideas.
- Design and conduct qualitative research using a variety of methods, guide research synthesis, and demonstrate a strong ability to get to actionable insights that propel the team forward.
- Lead teams through ideation, concept development, and prototype testing.

We'd love to hear from people with:

- A Bachelor's degree in business, design, innovation management or related field. A Master's degree in business, product design, or related field is strongly preferred.
- Advanced proficiency in design thinking, service design, design research, and/or interaction design disciplines, ideally in a consulting/agency environment. (5-10 years)
- Progressive experience in designing and delivering digital experiences on a large scale or across a portfolio of products. (5 years)
- Demonstrated ability to use digital analytics, customer feedback, user experience research, and other qualitative and

quantitative metrics to inform product planning and prioritization. (3 years)

- Experience in related methodologies such as Systems Thinking, Continuous Improvement, and Agile. (5 years)
- Excellent storytelling, writing, and presentation skills.
- Experience navigating and collaborating with interdisciplinary teams.
- Strong facilitation skills, comfortable in a consulting environment with senior-level participants.
- A proven ability to work in a fast-paced environment with shifting priorities, while managing tactical deliverables and meeting deadlines.

Join us and be part of something bigger. Apply today!

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

We are committed to creating a diverse and welcoming workplace that includes partners with diverse backgrounds and experiences. We believe that enables us to better meet our mission and values while serving customers throughout our global communities. People of color, women, LGBTQIA+, veterans and persons with disabilities are encouraged to apply.

Qualified applicants with criminal histories will be considered for employment in a manner consistent with all federal state and local ordinances. Starbucks Corporation is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at applicantaccommodation@starbucks.com.

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For U.S. Job Seekers

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Qualified applicants with criminal histories will be considered for employment in a manner consistent with all federal state and local ordinances. Starbucks Corporation is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at applicantaccomodation@starbucks.com