

Position title: Junior Service Designer	
Start date: January 4, 2022	Anticipated length of employment: One term (4 months) with possibility of extension
Department: Transport Canada	Job location: 100% telework
Security screening: Reliability status required	Status: Canadian citizen
<p>Interested candidates should submit the following to marie-claude.leclerc@tc.gc.ca</p> <ul style="list-style-type: none"> • Your resume (Please include your proficiency in EN and FR) • A brief cover letter (max 1 page – arial 12) that outlines what you could bring to the team • The deadline for application submissions is <u>October 31th at 11:59 PM.</u> 	
<p>About the Role:</p> <p>The Transport Canada (TC) Service Design & Modernization team’s mission is to create better experiences and efficient services by applying a human-centred design approach across business lines, products and services.</p> <p>We have three main parts to our mandate:</p> <ol style="list-style-type: none"> 1. Increase compliance with TC regulations 2. Improve the service experience across TC 3. Increase the number of digital-first and online services available <p>As a Junior Service Designer, you'll have the opportunity to learn about all aspects of service design and contribute to what we do by bringing your unique perspective into our team.</p>	
<p>Main duties:</p> <ul style="list-style-type: none"> • Learn about and conduct design research like desk research, self-ethnography approaches, participant approaches (e.g., observations, interviews, focus groups), non-participant approaches (e.g., stealth observation, unmoderated user testing). • Learn about service, program, product, or policy design processes in the federal government. • Apply service design, client experience design, or user experience design methodologies to design services, programs, products, or policies. • Provide advice and recommendations to the manager on the design of services, programs, products, or policies. • Work with multi-disciplinary teams (UX Designers, Service Designers, Inclusive Designers, Change Management people, and other students). 	
Abilities and Competencies we’re looking for:	

- You are a great teammate.
- You take initiative and are result oriented (I.e. you get stuff done).
- You can follow directions and work independently.
- You can communicate effectively orally through interactions with the team and others.
- You can communicate effectively in writing through reports, documents, and presentations.
- You can conduct research and then analyze, synthesize, evaluate, and report on data or findings.
- You can adapt information or messages for audiences who are not familiar with the specialized terminology or subject matter to ensure understanding.