

About the job

About The Team

The Delivery & Transformation team is the creative arm of the People Operations organization. We combine human-centered design thinking with process expertise to design, align, and optimize our operations to better support employee journeys. We are looking for service-minded problem solvers of all backgrounds to join our growing team.

About The Role

We're hiring an Experience Designer who will work across functions to lead positive change for our employees. You will identify opportunities, track the sources of problems, design efficient processes, lead change, and repeat until it is right. You will report directly to the Senior Manager of Delivery & Transformation in our People Operations organization.

You're Excited About This Opportunity Because You Will...

- Make a measurable difference in the lives of 10,000+ global employees
- Help define and influence the DoorDash employee journey, end-to-end.
- Use your unique perspective to influence how we prioritize and operate as an organization
- Collaborate with other experience designers, technology consultants, technologists, and other project team members on design, development, implementation, and evaluation of solutions
- Gather product requirements, organize and lead regular user research sessions and interviews, frame the problem, and find solutions to employee and business needs
- Design flows, prototypes, and high-fidelity visuals for our existing employee experience processes and improvements.
- Define success metrics and strategies for measuring effectiveness of our initiatives.
- Coordinate and synthesize data, insights, vision and design ideas across multiple streams to develop new approaches for HEX and People Team product growth

We're Excited About You Because...

- You're a whiz at gathering and analyzing both quantitative and qualitative data
- You are a people-person adept at influencing without authority
- You are an expert in designing process maps with a keen eye for detail
- You have strong writing and presentation skills
- You're experienced with human-centered design thinking principles and tactics
- You've demonstrated the ability to lead large, cross functional projects

About DoorDash

At DoorDash, our mission to empower local economies shapes how our team members move quickly, learn, and reiterate in order to make impactful decisions that display empathy for our range of users—from Dashers to merchant partners to consumers. We are a technology and logistics company that started with door-to-door delivery, and we are looking for team members who can help us go from a company that is known for delivering food to a company that people turn to for any and all goods.

DoorDash is growing rapidly and changing constantly, which gives our team members the opportunity to share their unique perspectives, solve new challenges, and own their careers. We're committed to supporting employees' happiness, healthiness, and overall well-being by providing comprehensive benefits and perks including premium healthcare, wellness expense reimbursement, paid parental leave and more.

Our Commitment to Diversity and Inclusion

We're committed to growing and empowering a more inclusive community within our company, industry, and cities. That's why we hire and cultivate diverse teams of people from all backgrounds, experiences, and perspectives. We believe that true innovation happens when everyone has room at the table and the tools, resources, and opportunity to excel.

Statement of Non-Discrimination: In keeping with our beliefs and goals, no employee or applicant will face discrimination or harassment based on: race, color, ancestry, national origin, religion, age, gender, marital/domestic partner status, sexual orientation, gender identity or expression, disability status, or veteran status. Above and beyond discrimination and harassment based on "protected categories," we also strive to prevent other subtler forms of inappropriate behavior (i.e., stereotyping) from ever gaining a foothold in our office. Whether blatant or hidden, barriers to success have no place at DoorDash. We value a diverse workforce – people who identify as women, non-binary or gender non-conforming, LGBTQIA+, American Indian or Native Alaskan, Black or African American, Hispanic or Latinx, Native Hawaiian or Other Pacific Islander, differently-abled, caretakers and parents, and veterans are strongly encouraged to apply. Thank you to the Level Playing Field Institute for this statement of non-discrimination.

Pursuant to the San Francisco Fair Chance Ordinance, Los Angeles Fair Chance Initiative for Hiring Ordinance, and any other state or local hiring regulations, we will consider for employment any qualified applicant, including those with arrest and conviction records, in a manner consistent with the applicable regulation.

Pursuant to the Colorado Fair Pay Act, the base salary range in Colorado for this position is \$87,975 - \$119,025, plus opportunities for equity and commission. Compensation in other geographies may vary.

If you need any accommodations, please inform your recruiting contact upon initial connection.