



<https://jobsfor7.com/job/remote-experience-lead-service-design-journey-management/>

## Remote- Experience Lead: Service Design & Journey Management

**Hiring organization**  
State Farm

### Job Location

United States  
Remote work from: USA

**Date posted**  
October 15, 2024

### Base Salary

USD 40 - USD 50

**Valid through**  
31.05.2025

### Employment Type

Full-time, Part-time

**APPLY NOW**  
Apply Now

### Description

We are not just offering a job but a meaningful career! Come join our passionate team!

As a Fortune 50 company, we hire the best employees to serve our customers, making us a leader in the insurance and financial services industry. State Farm embraces diversity and inclusion to ensure a workforce that is engaged, builds on the strengths and talents of all associates, and creates a Good Neighbor culture.

We offer competitive benefits and pay with the potential for an annual financial award based on both individual and enterprise performance. Our employees have an opportunity to participate in volunteer events within the community and engage in a learning culture. We offer programs to assist with tuition reimbursement, professional designations, employee development, wellness initiatives, and more!

Visit our Careers page for more information on our benefits, locations and the process of joining the State Farm team!

REMOTE: Qualified candidates (outside of hub locations listed below) may be considered for remote work arrangements based on where a candidate currently resides or is currently located.

HYBRID: Qualified candidates (in or near hub locations listed below) should plan to spend time working from home and some time working in the office as part of our hybrid work environment.

HUB LOCATIONS: Dunwoody, GA; Richardson, TX; Tempe, AZ; or Bloomington, IL

SPONSORSHIP: Applicants are required to be eligible to lawfully work in the U.S. immediately; employer will not sponsor applicants for U.S. work authorization (e.g. H-1B visa) for this opportunity

### Responsibilities

Grow Your Skills, Grow Your Potential

Are you passionate about service design & journey management and want to help teams connect the dots? Are you often sharing the value of journey maps and service design to create extraordinary experiences? Are you fascinated by the intersection of customer journeys and the people, process and technology that deliver it?

Come join us and be part of the team as we drive lasting change and lead the organization to be more customer obsessed.

We are looking to continually enhance and mature the practice of Experience Design (XD). This role will contribute by being part of the team responsible for promoting and maturing the Journey Management practice. You will be a champion for growing and incorporating service design into how we work to shape customer experiences and influence strategic initiatives. We look for this position to be self-sufficient in listening to needs, defining opportunities and pushing ideas and co-creation to meet the needs of the greater team.