

About Hotel MSSNGR

Hotel MSSNGR is a leading provider of innovative onsite guest communication and upselling for luxury resort hotels world wide.

The cloud based software tool enables hotels to communicate and connect directly with guests through communication channels, such as native smartphone and tablet apps, web apps, digital signage, in-room TV feeds and hotel newspapers. Powerful features such as self-service bookings, guest chats or checkin/checkout services enhance the guest journey. Hotel MSSNGR's flexible feature scope is fully adaptable to fit the needs of small remote boutique hotels as well as large resorts.

Hotel MSSNGR was founded in 2012 and serves close to 500 hotels worldwide.

Position

Hotel MSSNGR is looking for a midlevel or senior UX Designer to join our product team in Berlin. You should have a mastery of fundamental visual and interaction design disciplines and principals, as well as experience of briefing and overlooking the implementation. The candidate will help drive product innovation that will deliver a great end-to-end travel experience for Hotel MSSNGR's users (guests and hotel staff). This role requires a strong understanding of customer behavior and an ability to work closely with the product manager and the development team to iterate and prioritize features. The successful candidate will be an expert communicator and multi-tasker, have a passion for designing thoughtful UX and be very comfortable leveraging A/B experiments to test ideas.

Responsibilities

- Work through design problems from beginning to end: translating research and analytical insights into ideas that form new products and features, then designing the workflows and detailed interactions to realize them
- Create exciting new features from scratch and improve on existing ones by working directly with our clients
- Sketch and prototype ideas to quickly access viability, and design detailed interactions
- Iterate based on feedback from the whole team
- Work closely with a team of skilled engineers and the product manager and translate the high-level mission, vision and roadmap into the product



Hotel MSSNGR

- Define the metrics and KPIs used to measure the health of the product – and how these improve over time
- Own the success or failure of design work
- Tweak our internal processes and tools and create a Design System for Hotel MSSNGR

Required skills

- At least two years of experience working as a UX Designer for web-based and native apps in high-performing, cross-functional teams
- Designed responsive UIs that people can access on any type of device: desktop, tablet or phone
- You have experience with user-centered design processes from paper wireframes to polished UX concepts and visual design
- The ability to create beautiful high-fidelity mockups of your designs using tools like Sketch, Adobe XD, or Figma
- The ability to create prototypes using tools like Invision, Sketch, or Figma
- Good knowledge and interest in current UX/UI trends for desktop and mobile interfaces on Android and iOS.
- Knowledge of how to maintain and use a design system
- Experience in validating solutions with surveys, A/B tests and tracking software
- You are good at communicating concepts and ideas to stakeholders at all levels, in different shapes depending on the context
- You love numbers and use them as insights for innovation and decision-making
- Experience in collaborating with software developers in an Agile/Scrum environment
- A passion for travel and hotels is good to see
- Proficiency in spoken and written German is not required but is a plus



Hotel MSSNGR

Benefits and perks

- 5 weeks paid vacation
- No stupid meetings
- An awesome loft office in Berlin-Kreuzberg
- Multiple social events, like team dinners, culture & sports, retreats
- A culture of working remote
- A fantastic team

Contact

Simon Brückner, Co-Founder

jobs@hotel-mssngr.com