

Group Director, Experience

DeSantis Breindel is seeking an experienced practitioner with the ability to lead and grow our Brand Experience offering, capabilities and talent. A big thinker that combines a strategic approach with creative vision and is capable of developing compelling ideas across experiences, services and touchpoints. Proven track record of executing complex projects for B2B brands/clients; someone who understands the challenges of working with client orgs.

Experience in delivering multi-channel and multi-platform approaches (e.g., digital, product/services, event, employee engagement, campaign, environments). Curious, entrepreneurial, scrappy but buttoned-up.

What You'll Do

- Translate user needs and business objectives into tangible, meaningful and useful strategies and brand experiences for our clients
- Oversee, mentor and grow a small but mighty team of strategists and experience designers
- Evangelize your vision for brand experience across the firm and with our clients
- Bring a balanced understanding of research, CX, interaction and visual design to your work
- Have the ability to flex between strategic and creative disciplines
- Seek out ways to impact our process and drive the team to bold, breakthrough work.
- Work across multiple clients, brands, timelines and deliverables at once
- Play a crucial role on our leadership team, but love getting your hands dirty with the team

What we're looking for

- Extensive experience leading successful client engagements in customer experience and/or experience design. Web and product experience a must.
- Demonstrated ability building and leading a strong team. Ability to influence others and provide thought leadership.
- Have a proven record of successfully influencing and evolving complex project/corporate culture.