

Full-Time Conversational Designer Job Description

Location: Headquarter, HK (Kwun Tong)
Role: Conversational Designer
Language: Cantonese, English
Apply: hr@rocketbots.io

About Rocketbots

Founded in Hong Kong in early 2017, Rocketbots provides communication solutions for enterprises using AI-powered Chatbots and an SaaS platform.

Role Description

We are looking for a Conversational Designer to work alongside our sales team. You will be responsible for building chatbots tailored to our customer's needs, as well as building prototypes that serve as a base for future projects. Using your effective analytical skills, you will provide new ideas to optimize our product.

Responsibilities

- Manage and develop all chat content including chat bots, human responses and product flows
- Run various sprint ceremonies including refinement and review
- Track progress of customer specific product improvements and measure impact
- Have a deep understanding of the Rocketbots client and how Rocketbots adds value to the client
- Brainstorm and document new features for the product
- Collaborate with AI Middleware teams to contribute customer needs towards product development
- Collaborate with development and QA teams to clarify various features of the product
- Collaborate with Head of Product on maintaining the long-term vision and roadmap
- Demonstrate the latest iteration of the product to stakeholders

Minimum Qualifications

- Bachelor Degree in Engineering, Linguistics, Mathematics, Arts or Computer Science, or 2 years of equivalent experience
- Experience in creative problem solving
- Data driven approach to decision making
- Excellent written and verbal communications skills in English or Chinese.

Preferred Qualifications

- Experience or interest in artificial intelligence and technology
- Proven ability to multi-task and manage multiple projects at a time while paying attention to detail
- Proactive, independent worker who is highly organized and interested in the difference they can make through their individual contribution
- Experience with teamwork
- Candidate with the right experience can be considered as a Conversational Designer
- Desire to work in a startup environment

Business Area

We wish to connect with companies around Hong Kong and help them improve the relationship between their business and their customers. Our teams of engineers, designers, marketers and sales specialists collaborate closely to spot and analyze customer needs and trends. Together, we create chatbots tailored to their specific needs.

