Join UserTribe & become a freelance specialist.

Analyse video material of customer behaviour from all around the world, for us to help companies gain better customer insights and accelerate innovation.

ARE YOU A?

- Anthropologist
- UX | HCI
- Market researcher
- Service designer
- Comm. specialist

What does the work consist of?

UserTribe is a platform from which we recruit & record live user participants from specific target markets from all around the globe and let them share their opinions and stories to help companies gain more customer knowledge and improve their performance. Your role lies in analysing thes customer insights in relation to their understanding of the world and cultural environment, to help enlighten companies.

Specialists analyse customer data in the format of video material, which is forwarded through our platform. You will receive a data set of 5-15 videos of testers interacting with a website, an app, a marketing campaign, textual stimuli or similar - derive key findings and prepare insightful and actionable qualitive reports. The report will consist of quotes, learnings and tagged video times where highlighted findings are derived from. Even though deadlines vary, you will generally have 2-6 days to deliver the report from start to finish.

How will the job be?

The work is challenging but fun! You get a chance to become familiar with insights from different industries and be exposed to a variety of cultures. It's a great opportunity to either use your already expert analytical skills or to develop them further and at the same time create a bridge into the commercial world.

Will I work independently?

You will be working independently from wherever you are based, however, if you need it, we have a strong online support team ready to assist if you have any questions or encounter any challenges during your work.

How will my workload be?

Like most freelancer jobs, you commit to short term assignments. We put enough reports on offer per week via our internal projects Shortlist for many of our freelancers to have a full working week. You can decline as many projects as you want but once accepted and assigned to a project, we expect full time commitment during the project duration.

What qualifications do I need?

You will need to have experience with qualititve research methods and preferably within anthropology, UX research, Human-Computer Interaction (HCI), behavioural analysis or related fields. Most importantly, you have strong analytical skills and an ability to overview and condense data into clear, concise and professional reports. You also need to be able to work reliably and meet deadlines in order to ensure the reports are delivered on time.

You can come from anywhere in the world but you will need to be fluent in English in order to communicate with our specialist department and provide client-ready reports in English. However, all additional languages are a big plus as many of our videos will be in the testers' native language which can be anything from Swedish to Chinese, therefore all nationalities are appreciated.

How do I get paid?

All our specialists are well-rewarded for their work and are paid per research study. The base salary will vary depending on the research of the study, according to aspects like the number of testers, difficulty and deadline time. Typically, analysis of 10 videos (approx. 16 hours of work) is rewarded with approximately 400 EUR.

Your pay is also dependent on the quality of the report you deliver. After each completed project, we assess the quality of your report and apply a multiplier to your base salary corresponding to the quality you have delivered. You can earn up to a 30% bonus for reports of outstanding quality. After delivering your wokr, we transfer your payment to your bank account.

How do I get started?

Apply to become a specialist via this link https://usertribe.com/careers/ and upload your CV and provide a short description of yourself on your projects Shortlist. If you match the profile we are looking for, we will invite you to complete an online 'trial case' (taking approximately 15 hours and based on a previous actual UserTribe project) where you can get a feel of the format and procedure when producing reports, as well as demonstrate your analytical and reporting abilities.

If you have any questions regarding the role, feel free to reach out to Sarah Sejer on sas@usertribe.com

Thank you.

We hope that you are interested and wish to help us on our mission to help companies bring customer-centricity into the heart of decision-making.

UserTribe.
CUSTOMER EMPOWERED BUSINESS