

# UX Research Coordinator Job Description

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- Collaborate with product managers, designers, engineers and key stakeholders to develop user research plans that align with business goals
- Design quantitative and qualitative UX studies selecting appropriate methodologies (e.g. usability studies, surveys, diary studies)
- Build study protocols, screening criteria, scripts, prototypes/materials, and other documents required
- Recruit and screen representative participants that match target user groups through social media outreach, paid means or other channels
- Set schedule for studies and moderation activities, coordinate facility needs and logistics
- Moderate usability session introductions, tasks/scenarios, question asking, and conclude sessions
- Take notes during sessions, highlight issues to explore, capture participant comments and behavioral insights
- Analyze data collected through studies, isolate key issues, compare behavioral differences across user groups
- Synthesize findings and insights into reports, presentations and documentation for product teams
- Clearly communicate study findings, recommendations, remaining questions and next steps to stakeholders
- Employ project management disciplines – develop realistic schedules/budgets, track progress, manage risks and changes
- Keep current with UX research best practices, tools, and methodologies through continued learning
- Interview users in person or remotely via tools like UserTesting to gather feedback on products, features or prototypes
- Document study protocols, screeners, scripts, and user data in research databases to allow for retrieving past insights

- Train product managers, UX designers and other internal teams on latest user research best practices
- Ensure organization's user research activities comply with laws, corporate policies, or requirements from institutional review boards
- Source, evaluate, and engage with appropriate participant recruiting firms or staffing to secure qualified users
- Review competitive products and previously conducted market research to help shape research plans
- Capture videos, notes, system data during user sessions and studies to document issues and emotional reactions
- Create presentations and tailored reports to clearly convey key research insights to executives, senior leaders, and other non-technical stakeholders.