

## Service design intern: Basel, Switzerland

### Job opening

experientia.com  
careers@experientia.com

Experientia, an international experience design consultancy, is looking for an excellent service design intern to support our Healthcare Unit located in Basel Switzerland where we recently opened a new studio.

We are looking for someone that understands that in all our services, people are our key reference point. They guide us when we conduct research, model behaviors, create strategies, imagine concepts, craft solutions, design prototypes and test results.

### Required:

- Passion for Service Design, innovation and user-centered design processes
- Holistic thinker and designer, systems approach to enable complex service offerings
- Able to conceptualize service maps and touchpoints from early ideas to detailed solutions
- Advanced English language skills, each additional language is a plus
- Excellent time management skills and attention to detail
- Knowledge or interest in the healthcare field is desired
- We prefer candidates that either have a university and/or advanced degree(s) in Service Design, Interaction Design, User Experience Design, or similar or candidates who are currently working toward a Master's or Bachelor's degree in the aforementioned fields

### Switzerland

Experientia Global SA  
Stadthausgasse 10  
4051 Basel, Switzerland

T +41 61 506 88 56  
IDE/UID (VAT) Nr.: CHE-272.046.516

### Italy

Experientia srl  
Via Cesare Battisti 15  
10123 Turin, Italy

T +39 011 812 9687  
Social Capital € 100,000  
Company Reg. Nr. 103 1176  
Fiscal Code & VAT Nr.  
IT 091 8203 0016

### Singapore

Experientia Pte. Ltd.  
Block 1 Thomson Road #04-330G  
Bailestier Shopping Center  
300001, Singapore

T +65 9795 4302  
Company Reg. Nr. 201 538 304N

### As a service design intern you will:

- Participate in user research activities: ethnographic research, stakeholder consultation and participatory design
- Visualize user research insights
- Conceptualize innovative ideas for user experiences
- Design service, user interface and interaction design solutions across multiple digital and physical touchpoints
- Iterate design solutions
- Design interactive prototypes
- Document design specifications
- Apply testing insights to concept iteration
- Have the opportunity to further your experience in an international environment with worldwide projects and make a difference in healthcare solutions of the future

### Salary and duration:

The paid internship lasts from 3-6 months and the position may roll over into a contract position afterwards if the internship is successful.

### How to apply:

Interested applicants should send a motivational cover letter in English, an English CV, a detailed portfolio and possible other supporting materials to [careers@experientia.com](mailto:careers@experientia.com).