

Conversation Design Intern

Job Description | February 2024

Market leader with demonstrated scale & impact



Who are we?

Wysa is the world's most advanced AI-based digital companion for behavioral health, and a global leader in digital mental health. As an anonymous AI-based app, we are dedicated to overcoming the limitations of access, stigma and privacy concerns involved in mental health care today.

Your Role - a brief overview:

Job Title: Conversation Design Intern

Location: Remote, Indian Standard Time

As a Conversation Designer at Wysa, you will be at the forefront of creating effective and engaging voice and text conversations for the chatbot. Your role taps into **delicate elements of language, UX design, psychology, Artificial Intelligence and the human experience to craft inclusive and powerful conversations** that meet people where they are in their journey of mental health and well-being.

As a team member here, you'll join us in making serious meaning and impact the fun way!

Basic Qualifications:

- 1. A **Bachelor's degree** in preferably, but not limited to, social sciences, language and psychology.
- 2. Excellent **written, verbal and digital communication** skills with extra attention to detail.
- 3. **Primary or Bilingual fluency** English.
- 4. Previous **exploration of writing** as a hobby or side project, published or unpublished.
- 5. Basics of Excel, Microsoft Word and PowerPoint

Plus-points:

- 1. Familiarity with generative AI and tools such as Voiceflow, Miro and Figma.
- 2. Fluency in multiple languages, especially Hindi.

3. Compassion and active advocacy of mental health.

Key Responsibilities:

1. **Conversation Design:**
 - a. *Creating effective, empathetic and clinically informed bot conversations* for voice and text platforms using AI and NLP.
 - b. Optimal use of *language and nuance* to drive engagement and efficiency of conversations.
 - c. *Creative approach* to content created by self and peers.
2. **User-thinking:**
 - a. Strong understanding of mental health experiences and *sensitivity towards emotional states*.
 - b. *Advocating for the needs of users* from different cultures and walks of life.
 - c. Creative mindset for *user-centric solutions* in all stages of development.
3. **Ethics and Compliance:**
 - a. Implementing best practices around *confidentiality, privacy and dignity of users* and *integrity of data assets* managed by you.
 - b. *Adherence* to global Security and Privacy standards.
 - c. Being an ally to the organization's empathetic, friendly and supportive *work culture*.
4. **Project Management:**
 - a. Inter- and Intra-team coordination for *end-to-end planning, development and delivery* of content projects.
 - b. Understanding of *technical aspects* and working with *structured tools and databases*.
 - c. Continuously improving user experience based on *analysis of data*.

Why work at Wysa?

At Wysa, we do things a bit differently. We don't stay stuck in the corporate loops of old-fashioned hierarchy and mindless monotony. Instead, you'll find us in cyberspace, revolutionizing traditional mental healthcare and creating the world's most advanced and safe conversational AI for behavioral health, all while wearing a party hat via Zoom filters!

- Wysa is expanding its footprint across the world, and fast. You will play a **high-impact role** in this new era of digital mental health!
- You will work with our top-of-the-game *global team* with people from different cultures and backgrounds.
- To us, mental health is not just a job but a calling! We offer *flexible work hours* and a culture where you are *more than just your job* designation.
- Our founders and senior team members are from IITs, IIMs, London School of Business and have held top positions across Goldman Sachs, Pearson and Microsoft, leading cross-functional global teams.
- We work hard, but we rest and avoid burnout just as well. Expect a range of *employee benefits* and much more!

In Their Own Words

"When I joined Wysa 6 years ago, I was looking to be a part of a workplace where I could be authentic and contribute to something bigger than myself. Little did I know Wysa is that and so much more. At Wysa, there's constant learning, unlimited support and an amazing work culture. I have grown tremendously in my career, and my personal life, too. Truly grateful to be a part of something that slowly but surely changes the world, one conversation at a time."

- Aishwarya Kamath, Conversation Designer

How to Apply?

If you are sold and now interested in working as a Conversation Designer with us, please fill out [this Google Form](#).

We look forward to meeting you!

Buzzwords

Google funded. VC funded. Profitable. Achieved break-even. Global team, Global customers. Product company. Apple-awarded product. Harvard research partner. Google Play Best App of 2020. Supporting patients through the NHS pathway. Launched the Employee Mental Health Report 2023 at the World Economic Forum's annual meeting. Made in India, Made for the World!