**Product Manager, User Experience (UX)**

**Duties and Responsibilities:**

The Product Manager will work cross-functionally with our engineering, data, customer success, and business teams to drive product strategy and design for the software platform. You will be responsible for ensuring our platform is easy-to-use, engaging, and solves real problems for users.

**In this role, you will:**

● Engage users using quantitative and qualitative user research methods (surveys, interviews, usability/concept testing, direct observation, etc.)

● Continually analyze and interpret metrics for product success, working closely with our team’s data analyst

● Maintain the product planning roadmap to manage product development priorities

● Lead and facilitate cross-functional efforts to ideate on feature improvements and new offerings based on user research findings

● Develop UX deliverables, wireframes, and basic mockups to test UI/UX options

● Work with Customer Success and Marketing teams to develop go-to-market strategies that promote new features and train customers to ensure adoption

**Skills and Experience**

● Proficiency in user research methods (quantitative and qualitative) to drive product decisions

● Excellent verbal and written communication and organization skills

● Strong project management and collaboration skills, working across multiple teams

● Experience working directly with clients and managing client relationships

● Experience creating intuitive user experiences that increase engagement and usability (portfolio preferred)

● Experienced at producing deliverables for all stages of the design process (flowcharts, diagrams, user journey maps, wireframes, mockups, interactive prototype) for web and/or mobile products

● Proficiency in measuring the effectiveness of design decisions through product analytics

**Requirements**

● 2+ years of experience in related product and/or design role

● Comfortable being the sole product manager, self-managing multiple projects across the company.

● Excellent verbal and written communication and organization skills for effective interdepartmental collaboration

● Expertise with project management and/or customer relationship tools such as Trello, Salesforce, Google Drive Suite, etc.

● Experience with Sketch, InVision, or other applicable design tools

● Understanding of how a design would be implemented in code (HTML, CSS, and JavaScript)

● Seeks critical review and feedback, and able to embrace change