

Product Manager – Corporate Security



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 25, 2024

Published : Aug 25, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Resolver is permanently hybrid – that means, you can decide to work in office, remotely or a mix of both depending on your preference! That location you see above is the region you are able to work within.

As a Product Manager, you'll combine a business analyst skill set with classic product management, AKA you'll get to be creative with new solutions and carry out complex configurations! You will create and own the user personas and scenarios, document how the application works and is incorporated into the app base, and help the organization learn and receive new releases. You will also build and maintain a roadmap for the application and work closely with the technical product management team to align the core platform development to their plan.

Most of all, you are passionate about making a great product. You will ensure the application is highly functional, complete and efficient to deliver and support, and is loved by customers!

About Resolver:

Resolver is a high-growth SaaS company whose intuitive, no-code platform gives our customers a clear picture of their risks so they can make quick and effective decisions. As a part of the Resolver team, your work will help transform risk management to risk intelligence so organizations can protect people and assets and deliver on their purpose.

We are ambitious in both our mission and our culture. As a business within Kroll, we offer an innovative, non-hierarchical work environment blended with the stability and financial security of an enterprise. Resolver has also been named one of Canada's Great Places to Work eight years in a row!

Your day to day - let's break it down!

App Development (40%)

Measures of success: *Innovates and experiments with new approaches; creative problem solving. Delivers full user experience including object models, workflows, data imports, app demo story, and marketable feature benefits.*

- Develop and maintain a vision for your application that delivers measurable value to your customer.
- Use customer feedback, usage patterns and data to drive decisions about where your product needs to evolve.
- Design / Define the application user flows and stories to deliver real value to customers and prospects.
- Build a problem-based roadmap to define the vision for the application and how you will get there.
- Work closely with the platform product team to define solutions to prioritized problems.
- Work closely with the config as code team to translate app problems into high quality, scalable solutions via configuration.
- Work closely with Design to perform user testing to validate and improve app user flows.

Customer and Market Research (30%)

Measures of success: *Documented buyer and user personas with jobs to be done for key roles, transform insights to roadmap with hypothesis for impact/outcome.*

- Develop a deep understanding of the market requirements for your area of specialization.
- Research and document your customer personas (buyers and users) and the jobs that they do, what they need to be successful, what problems they face, and what alternatives are available to them.
- Meet regularly with customers and prospects to learn about their needs, test your hypothesis, and develop our understanding of the key pain points.
- Perform competitive research to identify areas of strengths, weaknesses, gaps, and opportunities. Use that competitive insight to drive roadmap decisions and to win.
- In partnership with Product Marketing conduct win/loss analysis then distill findings into insights.
- Be the expert in your application area and the value it creates.

Product Management (20%)

Measures of success: *App Release packages and app documentation.*

- Manage and coordinate application releases.
- Work with Sales and Marketing to ensure promotion of new features and positioning is aligned.
- Work with Professional Services to update service programs.
- Work with Customer Service and Support to ensure product changes and availability is communicated to our clients.
- Assist with sales demos to demonstrate excellence and to hear about new problems and to collect feedback about the app.
- Assist marketing and product marketing in generating the messaging and positioning for the key roles both user and buyer personas.
- Assists support in the create and documentation of materials.

App Evangelism (10%)

Measures of success: *Webinars, blogs, and speaking at events.*

- Looks for speaking opportunities, interviews, blogs, webinars, and any other marketing medium to raise awareness.
- Strives for the success of the app to become known and respected in the industry.
- Participates on panels, and in various social media channels (i.e., Twitter, LinkedIn, etc.).

What you will bring:

- 3+ years of related experience in a SaaS environment.
- University degree in Business, Engineering, Computer Science, or similar discipline.
- Demonstrated success in managing strategic customer relationships.
- Metrics driven with an ability to demonstrate product success using key performance indicators.
- Friendly attitude, with genuine empathy and sincerity for our customers.
- Excellent verbal, written, and visual communication skills.
- Proven ability to learn and adapt.
- Nice to have - Pragmatic Marketing Certified (or equivalent)!

What we'll give you in return:

Resolver is one of Canada's Great Workplaces. Culture isn't just something we write about (although we do), we live our values and challenge each other to be our best selves. We invest in Resolverites who will grow with us. Here's how we do it: Health and Wellness Benefits: 100% paid by us for health, dental & vision from day one.

• **Professional development:** we have an external learning budget to help you grow and develop. We host a learning workshop about every 6 weeks on topics like Time Management, Self-Awareness and Giving Feedback; we also have e-learning to meet the needs of our remote team. We offer a Career Development Program to help you identify and build your skillsets for internal growth opportunities and beyond. We also have a Coaching Program for all our managers. We know how important it is to have a good boss, so we invest in their development.

• **Vacation:** it's open, which means we don't worry about an accrual clock. On average, we see most folks enjoying between 3-4 weeks off a year.

• **Parental leave:** Best-in-class top-up for new parents - 100% for 15 weeks new parents and a bonus 5 weeks for birth mothers.

• **RRSP:** Matching up to 2.5%

• **Flexibility & trust** – While we are remote for now, we enable our team to create a work environment that will set them up for success. We hire adults and we trust you to manage your outcomes. Day-to-day, everyone is given the option to decide whether they want to work remote or in-office depending on the needs of their role.

• **In the Office** – You will have access to snacks and beverages and in-office fun like ping pong, group lunches, karaoke & games. We provide lots of opportunity for team socials too, including the folks who are remote!

Interested?

If you want to work in a highly collaborative environment and are committed to making a difference, click here to get the process rolling.

We truly appreciate all interest and will happily reply to qualified candidates.

Resolver is committed to providing accommodations for all persons with disabilities. If at any point in the recruitment process you require accommodation, please notify the applicable recruiter or contact us directly at careers@resolver.com

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
