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Web :

**Job Summary**

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Vacancy :  
Deadline : Aug 06, 2024  
Published : Jul 06, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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Jobber exists to help people in small businesses be successful. We work with small home service businesses, like your local plumbers, painters, and landscapers, to transform the way service is delivered through technology. With Jobber they can quote, schedule, invoice, and collect payments from their customers while providing an easy and professional customer experience. Running a small business today isn't like it used to be—the way we consume and deliver service is changing rapidly, technology is evolving, and customers expect more. That's why we put the power and flexibility in their hands to run their businesses how, where, and when they want!

Our culture of transparency, inclusivity, collaboration, and innovation has been recognized by Great Place to Work, Canada's Most Admired Corporate Cultures, and more. Jobber has also been named on the Globe and Mail's Canada's Top Growing Companies list, and Deloitte Canada's Technology Fast 50™, Enterprise Fast 15, and Technology Fast 500™ lists. With an Executive team that has over thirty years of industry experience of leading the way, we've come a long way from our first customer in 2011—but we've just scratched the surface of what we want to accomplish for our customers.

### **The team:**

We are building cutting edge marketing tools for home service businesses - helping them navigate the dynamic terrain of marketing. Opportunities are endless, ranging from accelerating their digital presence, engaging their customers, managing reviews etc. We are a fast moving team, who have had recent successes with 0 to 1 innovations, and are on our way to a breakout business growth story over the next 18 months. We have an exciting vision ahead of us, and are looking for an experienced product manager to help us get there.

### **The role:**

Reporting to the Senior Director of Product, Marketing tools - as a **Product Manager** you will define product roadmap and strategy for new products that help home service businesses grow by winning more customers as well as engaging existing clients to drive repeat jobs. You will partner with our customers, deeply understanding their growth journeys and help translate those learnings into product ideas. You will work with a cross-functional team of engineers, designers, marketers and data scientists to bring these new 0 to 1 products to life and accelerate their growth.

- Build a deep understanding of our customers: home service businesses (such as plumbing companies, landscapers, electricians etc.) spread across industries, locations and sizes.
- Map out customer needs into strategic product opportunities that can help home service businesses accelerate their growth potential.
- Prioritize opportunities into a cohesive product roadmap that ties customer needs, Jobber's business goals and competitive landscape, with your unique perspective on how our customers can evolve the way they work.
- Establish and balance a variety of strategic bets that span across launching new 0 to 1 products, iterating as you learn from experiments as well as expanding current feature sets or tackling UX / technical debt.
- Partner with other departments across the company (e.g. Sales, Success, Product Marketing, and more) to launch and scale new ideas.
- Define and monitor key product metrics across discovery, adoption, revenue, churn and engagement to track the success of your bets, stepping in when things are not tracking with business goals.

You are:

- Scrappy and comfortable flexing into different roles to support your team
- An excellent communicator and convey complex ideas succinctly and clearly
- Naturally collaborative and empathetic. You're comfortable working with a diverse group of stakeholders across the organization and making sure every voice is heard
- Passionate about seeding 0 to 1 ideas. You can't help but think about new markets & products.
- Curious and inquisitive. You ask "why?" a lot.

### **To be successful, you should have:**

- A track record of building and shipping experiences that customers love, with 3+ years of experience managing customer facing products and features.
- Experience with 0 to 1 products - from discovery to launch.

Enough technical know-how to talk with engineers about architecture and technical considerations that impact products, and a desire to learn what you don't know to help drive decision-making.

- A knack for being data-driven. You're extremely comfortable defining a limited set of the right metrics, evaluating data to tease out insights, digging deeper into high-level metrics to find the source of an issue, and demonstrating good judgment in knowing when leveraging data is valuable or not.

### **What you can expect from Jobber:**

Having been named as a [Top 10 Great Place to Work in Canada](#), we walk the talk. Here are just some of the great things you can expect from us:

- A total compensation package that includes an extended health benefits package with fully paid premiums for both body and mind, RRSP matching, and stock options.
- A dedicated Coaching and Development function, including Development Coaches, to help build the career you want and hit the goals you set, while ensuring you're reaching your fullest potential.
- Support for **all** your breaks: from vacation to rest and recharge, your birthday off to celebrate, health days to support your physical and mental health, and parental leave top-ups to support your growing family.
- A unique opportunity to build, grow, and leave your impact on a \$400-billion industry that has no dominant player...yet.
- To work with a group of people who are humble, supportive, and give a sh\*t about our customers.

*We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives. We are an equal opportunity employer, and we are committed to working with applicants requesting accommodation at any stage of the hiring process.*

### **A bit more about us:**

Job by job, we're transforming the way service is delivered. Your lawn care provider, home cleaning service, plumber or painter could use Jobber to better connect with their customers, save time in the office, invoice faster, and get paid! We're bringing tens of thousands of people together with technology to deliver billions of dollars a year in services to happy customers. Jobber exists to help make these small businesses successful, and when they're successful we all win!

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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