Product Support Lead

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 23, 2024
Published : Aug 23, 2024
Employment Status : Fixed Term Contract
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Wattpad is a global multiplatform entertainment company whose vision is to entertain and connect the world through stories. Since 2006, we've been on a mission to use the power of community and technology to unleash the full potential of stories to the world. Every month 85 million people around the world spend over 23 billion minutes on Wattpad to share and discover stories they can't find anywhere else. Our brand banner includes: Wattpad, Wattpad WEBTOON Studios, Wattpad Books and Wattpad Brand Partnerships. We're proudly based in Toronto, but our reach is global. Come build the future of entertainment and storytelling, and write your next chapter with us!

This Product Support Lead role involves working with a team of Product Support champions, ensuring top-notch support for all product features. You'll work closely with various teams to assign resources, optimize processes, and maintain comprehensive product documentation. The role also includes overseeing bug escalations, analyzing user sentiment, and fostering strong communication between Community Support and Product Support teams. The ideal candidate possesses a strong background in product support and leadership, excels in communication and problem-solving, and is passionate about team development and delivering exceptional user experiences.

What you'll be doing:
• **Manage and Coach Team Members:** Manage and mentor Product Support Champions, helping them grow their skill sets and unblock the challenges they face. Ensure all product epic are properly supported per the product support matrix.
• **Assign Product Support Champions:** Work with the Delivery Manager and Product leads for timely assignment of Product Support Champions to upcoming product epics.
• Act as the Product Support Champion for multiple epics, as needed. Including, coordinating communications, facilitating and owning the QA process, sharing community feedback etc
• **Team Process Improvement:** Continuously improve and create internal team-level processes to enhance team performance and product support effectiveness.
• **Maintain Product Behaviour Documentation:** Ensure up-to-date and well-structured documentation of product behaviour.
• **Administer Monthly Sentiment Survey:** Collaborate with UXR, Product, and Marketing teams to design survey questions and capture meaningful insights.
• Distribute the survey, analyze data, and present findings to the company.
• **Oversee Bug Escalation Process:** Facilitate communication on bug escalation levels with engineering, product, and community support teams.
• Ensure timely and proper escalation of bugs and maintenance of the Support Bug Tracking board.
• Facilitate continuous communication between Community Support and Product Support teams regarding recurring bugs.
• Owns and maintains the relationship between Product Support and Community Support, ensuring a tight communication loop between the Product and the Community.

What we're looking for:
• Minimum of 5 years in a product support role, with at least 2 years in a leadership position.
• Familiarity with the QA process. Experience as a manual or automation tester.
• Familiarity with ticketing systems (e.g., Zendesk), and bug tracking tools (e.g., Jira).
• Exceptional verbal and written communication skills, with the ability to effectively convey technical information to non-technical stakeholders.
• Strong analytical and problem-solving skills, with a proactive approach to identifying and resolving issues.
• Proven ability to work collaboratively across departments and lead a team towards common goals.
• Proven team manager who actively invests in the development of their team

Bonus Points:
• Bachelor's degree in Computer Science, Information Technology, or a related field.
• Prior Experience with Google Analytics, Miro, and maintaining product documentation.
• Understanding of UGC platforms and product support best practices.
• Knowledge of SQL, HTML, CSS, and JavaScript.

What we offer:
• Career development; we believe in mentorship and investing in your learning, supporting you to achieve your goals
• Health benefits, including vision and dental!
• RRSP Contributions (Canada), 401K Contributions (USA)
• Generous vacation and Parental Leave Top-up
• Corporate discount for gym memberships for you and your family
• Winter break shutdown and a whole lot more!
$70,000 - $90,000 a year
Please note the above range is listed in CAD.

Wattpad is conducting all interviews in a distributed manner using applicable third party software where needed and using visual interface tools such as Google Hangouts and Zoom.

About Wattpad
Who are we? Entrepreneurs and Do-ers. Our vision is to entertain and connect the world through stories, and our mission is to use the power of community and technology to unleash the full potential of stories to the world.
What does that mean? We are visionaries, community builders, passionate problem solvers, storytellers, coffee snobs (tea drinkers, too!), curious by nature, and culturally diverse.
What are we obsessed with? Our users. Solving complex problems and maximizing flow. Learning constantly. Building the next great storytelling product. Finding the greatest stories ever told. Dogs (and cats), coffee, and good snacks.
How do we work? Autonomously, collaboratively, respectfully. Balancing with work, family, and play...and all while having a great time.
Wattpad is a remote friendly company and encourages remote candidates to apply as long as they are located and authorized to work in either the US or Canada (excluding Quebec) as a precondition of employment. We are not able to sponsor applicants for work permits.
If you happen to live near the areas of either Toronto, Ontario or Halifax, Nova Scotia, you may also have the opportunity to work from our beautiful offices - 1 located in Downtown Toronto and the other in Halifax.

Culture and Diversity
Wattpad is an equal opportunity employer. We do not discriminate. Period.
Wattpad welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We have taken a leadership position on creating a culture and an organization that truly values diversity. We are committed to fostering a global team that reflects the diversity of the Wattpad community. At Wattpad, we believe cultural fit doesn't mean culturally identical, and diversity of thought helps us to challenge one another to think big and think differently. We consider employment applicants without regard to age, race, colour, national origin, citizenship, religion, creed, sex, sexual orientation, veteran status, marital status, disability status or any other protected status.
If you have any special needs or accessibility requirements, please let us know. We will do our utmost to accommodate, in accordance with applicable local legislation.
Don't meet all the requirements? Studies show women and people of colour are less likely to apply to jobs if they do not meet all the qualifications. Therefore, in an effort to build a more diverse workplace, we encourage you to apply anyways. You might actually be the right person or you may be a good fit for a number of other openings we currently have.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits