

# Senior Product Designer – Grow My Clinic



Phone :

Web :

## Job Summary

---

Vacancy :

Deadline : Aug 25, 2024

Published : Jul 25, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

---

We're excited to announce a new initiative at Jane: Grow My Clinic! This initiative aims to revolutionize clinic growth across the US and CA, whether clinics use Jane or other management systems, or even rely on traditional methods. It's a fresh exploration, focusing on various aspects like marketing, pricing, SEO, AI, and analytics, all with the goal of empowering clinics to grow and thrive. We're looking for an experienced zero to one Senior Product Designer to lead the charge.

Like with all positions at Jane, this position is a remote position, allowing you to work anywhere you want across Canada. Building a delighted team who can delight our customers is part of Jane's DNA. In our most recent company-wide health check, 99% of our team agreed that our founders demonstrate people are important to Jane's success. On top of that, 98% of our team felt Manager cares about them as human beings and that they are supported when needing to arrange time off from work. We'd never claim to be perfect, but we're working hard to listen to our people and improve each day.

We really want the people who work at Jane to love being here, so it's important that we start with a bit about what makes our company unique and try to be as transparent as possible. Our [values](#) also provide some insights into Jane and hopefully, you'll have a better idea if this might be the kind of company you want to be part of.

Before we were Jane, our Co-Founders were solving problems for their own clinics not realizing that a few years later, this team would grow to support tens of thousands of healthcare practices in more than 60 countries. Our platform is now helping to modernize the world of practice management software. We enable the likes of physiotherapists, mental health counsellors, chiropractors, and other allied health practitioners to run their practices in a digital-first way through features such as online booking, charting, scheduling, telehealth, and billing along with an evolving library of features. You can see more of them [here](#). Although we've grown, still to this day, we're rooted in solving clinics' problems and making sure we don't lose sight of Jane's vision.

We have remained profitable for the past seven years, we're product-led and growing organically (and responsibly) to the point where 85% of our customer growth is either from customer referrals or word of mouth. Growth like this is unique, especially in the world of SaaS, and it doesn't happen by chance. We have a brilliant team of over 400 Janers who are doing an amazing job of listening to our customers, building what they need, and providing industry-leading support. We pride ourselves on flexibility & autonomy, some of our team block out their calendars to pick up their children from school (and this is normal at Jane), and we even have a #kids channel in Slack.

We're not a clock-in clock-out system-type environment. With that being said, we're not going to paint the picture of a perfect environment either. We're a company that's scaling quickly, we have many moving parts, many of us are doing this for the first time and sometimes, we don't have processes in place or clear views which can require a lot of resourcefulness and a passion for problem-solving.

With all that to say, if you're looking for an environment where you can grow, stretch yourself, and work with some incredibly talented people on problems that are positively impacting people's lives, Jane could be the place for you.

### Compensation Expectations for the Role

Jane's committed to paying our team members fairly, clearly, and above all, paying for growth. This role has a minimum annual salary of \$104,000 and a maximum annual salary of \$162,500. As you may have noticed, this salary range is quite large, and this is intentional to account for the growth someone will experience in the role throughout their time at Jane (i.e., from building the skills to accomplished, to highly proficient, all the way to achieving excellence in the role). **When hiring talented folks to join the Jane team, we've found that new team members are best set up for success when hired with the expectation of being fully accomplished in the role, which for this role would reflect a salary between \$123,500 to \$130,000.** It's also possible to join Jane at a salary above or below this, which would mean a salary below \$123,500 typically reflects someone who has all the potential to be fully accomplished in the role but doesn't yet possess all the skills required, while a salary above \$130,000 is typically for individuals who are currently in this role at Jane and had the opportunity to make a significant positive impact on our customers, product and company with deep Jane knowledge. At Jane, we pay for growth, which means that you'll continue to have conversations about your career development with your manager and see your compensation grow over time as you build an amazing career with us.

**Paying clearly** is one of our compensation fundamentals to help folks build trust in the compensation process at Jane. To better understand Jane's compensation fundamentals and how this range is determined, click on this link here for a short video walkthrough of how it all works!

We also welcome you to ask as many questions as you'd like about compensation throughout the interview process to ensure you feel confident and build trust through the process.

More information on Jane's benefits package can be found [here](#)

### The impact you could have:

- Lead a team focused on a new product in the clinical space, fostering a collaborative and supportive environment.
- Work closely with engineering and product leaders to shape MVPs to quickly test and validate in order to learn and drive customer impact.
- Drive agility and rapid innovation as we embark on this journey with zero current customers, empowering the team to move swiftly and adapt to evolving needs.
- Facilitate team growth by assisting in recruitment efforts and fostering a culture of continuous learning and development.
- Drive research and discovery work to help craft delightful customer experiences.
- Lead the charge in making Jane's products accessible to all users, advocating for design that includes everyone. Your efforts will not only enhance user experience but also align with our core values of Love Jane: Jane Customers.

### The experience we feel we need:

- Working in high growth entrepreneurial settings, you are able to speak to both technology and product, understanding how they come together to build great customer experiences.
- Perhaps you were a (co)founder of a startup in the past or have experience leading design in the creation of new products (0 to 1).
- You are deeply curious about customer behaviour and rely on data to make optimal decisions.
- You have excellent communication and storytelling skills and are very comfortable talking with users on a regular basis.
- You have a broad understanding of product marketing tools and concepts.
- With over 5 years of experience as a product designer, you've led multiple teams, worked across organizations, and collaborated with senior leaders.

At Jane, we're committed to fostering an environment that allows you to come to work as your truest self. We believe it's important to actively recognize, embrace, and celebrate our differences in order to make Jane an inclusive, equitable, and diverse workplace.

We want to build a team of people who make conversations rich with perspective and experience. We are committed to listening to every voice in order to learn and grow because doing this will allow us to meet the needs of the diverse community of helpers that Jane serves.

We do not tolerate discrimination, prejudice, or oppressive isms of any kind. Employment is decided on the basis of qualifications, merit, experience, and the needs of the Jane community. We encourage anyone who requires accommodation or adjustments throughout the interview process to let us know, and we will do our best to support you.

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---