

Senior Product Manager



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 27, 2024

Published : Aug 27, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

ToursByLocals is an online travel marketplace; our platform connects discerning travellers in search of customized, private tours with handpicked tour guides, providing meaningful and memorable travel experiences in over 170 countries, worldwide. We believe in keeping travel human: our global team of over 150 people support and engage our customers as they search for out-of-the-ordinary travel experiences.

Do you have experience with 3rd party integrations and love to create great customer experiences? We are hiring for a Senior Product Manager. This is a full-time remote role, based out of North America (Canada, Florida, Texas, & Washington only)

As a **Senior Product Manager** at ToursByLocals, you'll play a key role in shaping the world's leading private tour marketplace. Reporting to the VP of Product Management, you'll collaborate with our Design, Marketing, Engineering, Customer Service, and Tour Experience teams to generate product hypotheses that drive sales and revenue growth. If you're excited about making a difference for guides and travellers, apply below!

Your primary goal will be to enable long-term growth and success of ToursByLocals in our marketplace and here's how you'll do that:

- Help develop and maintain a prioritized roadmap that aligns with overall business objectives and delivers a consistently improving customer experience
- Lead the execution of third-party platform and API integrations for our customer-facing site and internal tools
- Lead the execution and evaluation of A/B tests to validate hypotheses, measure outcomes, and inform next steps
- Take a proactive approach to managing your product area, continually assessing both growth performance and team operations, and identifying opportunities for improvement in a fast-paced B2B2C environment

You may be the right person for this role if you:

- Bring 5+ years of software product management experience, focusing on marketplaces and eCommerce at a global scale
- Have successfully led large-scale platform and/or API integrations
- Possess a deep understanding of A/B testing, measuring results against KPIs, and reporting complex results to non-technical stakeholders
- Excel at using data analysis and user research to form hypotheses and identify key insights efficiently
- Communicate seamlessly across cross-functional teams and are adept at providing clear updates to executives
- Love to learn and grow - you challenge yourself to learn, fail, and constantly improve, whether that's through formal education or by gaining professional experience.

Some bonuses for us are if you:

- Have experience working with a geographically diverse set of stakeholders
- Enjoy presenting to large groups and are passionate about using data to define the best solutions for customers
- Have experience within the Travel industry

At ToursByLocals, we want every candidate to have a fair, inclusive and accessible candidate experience when exploring new opportunities with us. Our travellers and guides come from all walks of life and so do we! We understand that everyone has a unique career journey, and we hire great people from a variety of backgrounds. Don't have 100% of the qualifications we're looking for? No problem, please still apply!

We are committed to equitable compensation for employees in similar roles across various regions. The hiring range for this position in Canada is set at \$100,000 - \$140,000 CAD. We look forward to discussing this with you during our hiring process.

We also want to provide you with a comfortable and accessible recruitment experience. If you need any accommodations, big or small, please just let us know when filling out the application or email us at careers@toursbylocals.com.

Why ToursByLocals?

Established in 2008, ToursByLocals is the provider of choice for private tours around the world. With a presence in over 170 countries worldwide, ToursByLocals enriches the travel experience by connecting travellers with our network of over 5,000+ guide partners.

We aim to provide our TourBees with a comprehensive compensation package which varies slightly depending on the country. Our TourBees are based in: Canada, USA, Argentina, UK, and Malaysia.

As an employee of ToursByLocals, your benefits may include a combination of:

- ☑☑☑ Health coverage (or stipend) for you and your family
- ☑ Mac computer, accessories and furniture to set up your home office
- ☑☑ Paid vacation time, plus access to additional flexible paid time off
- ☑☑ 25% discount and a yearly voucher when you book a tour on the ToursByLocals platform
- ☑ Ability to switch statutory public holidays to take the time when you want it
- ☑ Flexible work schedule that can be negotiated with your manager
- ☑☑☑ Additional maternity and parental leave top ups to support your growing family

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
