

Senior Product Manager – Onboarding



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 16, 2024

Published : Aug 16, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Join Our Mission: Help the Helpers with Jane

Let's kick things off with a quick intro. Jane is a team that's all about fostering growth, spreading delight, and serving our healthcare community. We're on the hunt for people ready to jump in and join us while we simplify the lives of healthcare practitioners and patients daily. And guess what? Jane is a remote-first company, meaning every role at Jane, including this one, is remote — giving you the freedom to work from any corner of Canada.

Your Role in Our Journey:

We are on a mission to accelerate our growth by making sure our clinics can get up and running as quickly and as effectively as possible. Jane onboards hundreds of clinics per month as they are starting their practice from the ground up or coming from another practice management software. Our North Star metric is early churn and our major input to that is Activation Rate. We're looking for an experienced Product Manager to solve the pain points of our clinics with experimentation, rapid learning, and cross-team collaboration. We're not just focusing on Onboarding though, Product-Led growth will continue to be a strategic focus for Jane going into 2025 and beyond.

Learn More About Us

We're founder-led, which means we live our values while maintaining a clear vision for the future. Our product enables 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, secure payments and billing along with an evolving library of features. You can see more of them [here](#).

There is often a high bar set, not just for the quality of work, but for the care we show for each other and our customers. And it's our customers raising that bar, never standing still and continually improving which keeps us on our toes. It's not just about what you've done before or how quickly you work; it's about your curiosity and drive to solve the right problems and your agility in learning new ways of thinking.

No doubt, Jane's a special place to work. There is autonomy and flexibility to help integrate work into your life in a way that makes sense for you. Need to block out time to pick up the kids? Go for it. That's normal here. And yes, we have a Slack channel for parents, but we've also got channels dedicated to plants, furry friends, food, pride, wellness - you get the idea! While we love to connect virtually, the Jane team also connects in person throughout the year. That comes in the form of departmental get-togethers, company retreats, or possibly a conference or two across North America if you're keen to learn more about our community of healthcare providers. We're on the search for folks who are ready to dive in and become part of our journey toward making healthcare professionals' lives easier every single day.

You can also learn more about Jane as a company and a product by checking out our [Glassdoor reviews](#) and our [Capterra Reviews](#).

But we'll also keep it real — as much as we love our work, the mountain we're climbing is always getting taller. We're a growing company, and with that comes the challenge of navigating an environment with many moving parts, often without a clear-cut path laid out in front of us. This is where you come in. If you're the kind of person who gets a kick out of being resourceful and loves solving problems, you'll fit right in.

Our vision as we move towards 2025 is all about creating More Happier Helpers. That means not just growing in numbers, but growing a community of thriving healthcare professionals who provide top-notch care with Jane at the heart of their operations. If you're someone who's feeling stifled by bureaucracy, itching to shake things up, or just someone who wants to make a genuine impact in the world, consider if the Jane team is the place for you.

We believe in collaboration, humility, and keeping a growth mindset. We're looking for people who can embrace our way of working, which often means being flexible and open to change. So, if after reading this, you feel excited about the opportunity — all in the name of helping those who help others — reach out to us to learn more.

In short, if you're excited by our growth, ready to contribute to a challenging yet rewarding environment, and eager to be a disruptor alongside a team of talented individuals, we'd love to hear from 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 \$117,100 and a maximum annual salary of \$182,900. 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 \$139,000 to \$146,300**. It's also possible to join Jane at a salary above or below this, which would mean a salary below \$139,000 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 \$146,300 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.

The impact you could have

- Improving the onboarding experience for our customers to help them activate more effectively
- Building an expert-level understanding of how different segments of customers onboard to Jane
- Identifying new and novel ways to onboard customers using new and innovative technologies
- Building a process for experimentation and growth for Jane

The experience we feel we need

- 5+ years of Product Management experience
- 1+ years experience working in a Product Growth role at a SaaS product company
- Experience in building an experimental roadmap collaboratively with a team
- Experience with experimentation tools (Optimizely, Hotjar, Google Optimize, LaunchDarkly, etc.)
- High collaboration across the team and across other teams and departments
- Ability to analyze experiment results to aid in decision making
- Having a balance of quantitative and qualitative decision making
- Strong communicator who will be sharing learnings and results frequently across Jane

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
