

**Sr. Product Manager, Core
Experience**

textnow

Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 05, 2024
Published : Sep 05, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

We believe communication belongs to everyone. We exist to democratize phone service. TextNow is evolving the way the world connects and that's because we're made up of people with curious minds who bring an optimistic, yet critical lens into the work we do. We're the largest provider of free phone service in the nation. And we're just getting started. Join us in our mission to break down barriers to communication and free the flow of conversation for people everywhere. TextNow is looking for an experienced, savvy and strategically minded **Senior Product Manager** to lead a product vertical on our Core Experience Product team focused on delivering a world class user experience. As a Senior Product Manager at TextNow, you will be at the forefront of crafting and executing an outstanding and cohesive experience across our platform. Your primary responsibility will be to own the strategy and execution of initiatives aimed at elevating the user experience, delivering value directly to the hands of our customers

You Will:

- Develop and evolve a comprehensive user experience strategy to enhance the overall core user experience, aligning with company objectives and user needs.
- Lead a technical pod Engineers, Design and business partners, fostering a culture of innovation, collaboration, and a relentless focus on customer-centricity.
- Partner with our UX Research team, employ design thinking methodologies, and leverage data-driven insights to identify opportunities for simplification and differentiation in the app experience.
- Utilize user feedback, analytics, and user behavior data to drive iterative improvements and maintain a user-centric approach throughout the product development lifecycle.
- Collaborate cross-functionally with design, engineering, marketing, and other teams to drive the development and launch of new features and enhancements that create a seamless and unified user journey.
- Develop and drive the product roadmap, communicate plans, progress, and challenges effectively to stakeholders at all levels, emphasizing the importance delivering value to our customers and a great experience.
- Monitor key performance indicators (KPIs) and regularly assess the app's performance to identify areas for improvement, and optimization.

You are/have:

- **Creator of cool stuff** with a track record of building and launching innovative products that drove business growth and that consumers love.
- **Brilliant Collaborator** with at least 5+ years of experience as a Product Manager, 2+ years focused on driving large scale initiatives that impact millions of consumers.
- Someone who **takes action and ownership** and has a customer-first/customer obsessed mentality.
- **Respectfully candid** with excellent and compelling communication skills.
- A **bold risk-taker and self-starter** who has a problem-solving aptitude and inventive thinking skills.
- **Resourceful and scrappy** to collect and analyze feedback from our customers, partners, and in-house teams to inform product strategy and find ways to expand product market reach.
- B2C Mobile App experience is a plus.
- Passion for providing a great user experience and building products and experiences that customers love.

More about TextNow...

Our Values:

- **People First** (Make business decisions by putting people first!)
- **No Brilliant Jerks** (We're cool with the brilliant part, with the jerk part? not so much)
- **Give a Damn!** (We care about our work, our mission and our customers)
- **Challenge Accepted** (Show up with a positive can-do attitude)

Benefits, Culture, & More:

- Strong work life blend
- Flexible work arrangements (wfh, remote, or access to one of our office spaces)
- Employee Stock Options
- Unlimited vacation
- Competitive pay and benefits
- Parental leave
- Benefits for both physical and mental well being (wellness credit and L&D credit)
- We travel a few times a year for various team events, company wide off-sites, and more

Diversity and Inclusion:

At TextNow, our mission is built around inclusion and offering a service for EVERYONE, in an industry that traditionally only caters to the few who have the means to afford it. We believe that diversity of thought and inclusion of others promotes a greater feeling of belonging and higher levels of engagement. We know that if we work together, we can do amazing things, and that our differences are what make our product and company great.

TextNow Candidate Policy

By submitting an application to TextNow, you agree to the collection, use, and disclosure of your personal information in accordance with the [TextNow Candidate Policy](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
