

Staff Product Manager



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 29, 2024
Published : Aug 29, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Our mission is to increase the success rate of small businesses. Traditional banking has been a growth limiter rather than a growth enabler for business owners, and we're changing that. Relay is the all-in-one, collaborative money management platform. We're building for employer SMBs and their finance function, internal and external, and are focused on delivering a human-centric customer experience. Ultimately, we help SMBs be 'on the money'.

Here at Relay, our Product Team is responsible for shaping our small business banking platform; we dive deep into the problems and pain points of our customers to marry their needs with those of our business and the capabilities of technology.

We're looking for a Staff Product Manager to play a key part in building not only the product, but our internal product strategy. You will be a vital part of problem solving for our customers and building out our team norms and processes internally. You will identify and scope the highest priority issues to tackle and work with our designers and engineers to ideate, design and deliver exceptional product experiences, while also helping shape how the product organization operates at Relay.

At Relay, we are a hybrid environment and we choose to collaborate in the office twice a week.

What You'll Be Doing

- Owning the planning, development, and launch of new initiatives
- Frequently interviewing our customers 1-on-1 to deeply understand their needs and their pain points, using the learnings to identifying product opportunities
- Creating and managing complex, cross-product roadmaps with a cross-functional internal team
- Fostering strong collaboration among cross-functional teams including engineering, design, marketing, sales, and customer support.
- Leveraging data to inform product decisions. You will establish clear success metrics and use them to guide product development to measure success.
- Analyzing product and business data to identify opportunities and prioritize features
- Providing feedback on design and user experience, ensuring every product is a delightful experience for our users
- Owning a roadmap with your team of engineers to ensure we deliver successfully against goals. Help hold the team accountable to outcomes and ensure a high bar for product delivery.
- Elevating the Product Management practice at Relay, including mentoring more junior PMs in domain knowledge and research techniques

Who You Are

- You have at least 8+ years of experience working as a Product Manager, including substantial experience working with financial products & services
- You have a strong bias to action. We're a fast-paced environment and we value quick decision making and iteration to maximize learnings.
- You live in Toronto, the GTA, or are open to relocate. We work in the office two days a week to optimize for collaboration.
- You're a maker and a builder; show us things you've written, designed or ideally, built.
- Your work experience shows a history of excellence and impact, with a track record of successfully managing and overseeing a broad product portfolio
- You know how to extract valuable insights from data, using different statistical methods and forms of data analysis
- You're excited by the idea of talking directly with customers and deeply understanding their problems to craft solutions
- You care deeply about small businesses and their owners/operators
- You are an excellent communicator with a strong ability to bring clarity in ambiguous or uncertain environments to all levels of stakeholders
- You have experience turning data into insights using tools like Excel, SQL etc.
- You are comfortable prototyping a simple user flow/UX in a tool like Balsamiq or Figma

Bonus Points

- A deep understanding of small businesses and their owners/operators
- You have a strong history of building products 0-to-1
- Understand how to read technical API documentation and test APIs using Postman
- Competitive salary and meaningful equity: Relay employees are Relay owners, complete with equity and a competitive salary.
- Comprehensive health benefits: enjoy full health benefits from day one. We offer flexible Health or Wellness Spending Accounts and medical, dental, and vision coverage for you and your dependents.
- Flexible vacation and time off: every team member starts with 15 vacation days and 5 flex days to use as needed, plus an extra week of office closure during the end-of-year holidays so you can take time off to recharge and come back better for our customers.
- Parental leave with top-up: we offer 12 weeks off with a 100% salary top-up for all full-time employees, regardless of location, and accessible for all parents: birthing, non-birthing, and adoptive.
- Hybrid work environment: we value meaningful collaboration and connection at our Toronto office twice a week, with lunch, snacks, and beverages on us.
- Dog-friendly space: can dogs really make you happy and healthy? We don't know for sure, but since we don't want to chance it, our office is 100% floop-friendly.
- Personal and professional growth: through ongoing feedback, mentorship, and coaching, work with peers and leaders who are invested in your growth and success.
- Top-tier equipment: as a Mac-first company, our Toronto offices have everything you need to produce your best work comfortably, from multiple screens to ergonomic seating.
- Social connection: we believe in celebrating our wins with two annual company-wide get-togethers, quarterly team events, happy hours, and special events and networking opportunities with industry leaders.

The Interview Process

- Stage 1: A 45-minute Google Meet interview with a member of our Talent team
- Stage 2: A 45-minute interview with our Head of Engineering
- Stage 3: A 60-minute case study presented to our Head of Engineering and one of our Senior Product Managers
- Stage 4: A 30-minute Google Meet video call with one of our executives

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
