



Product Owner & Manager

Who we are

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes, and use the data to make their challenging goals a reality.

We are in the midst of major improvements to our mature SaaS application, [Client Feedback Tool](#). We're greatly re-imagining our software to better help our clients achieve their objectives while driving adoption and revenue retention. We are looking for a motivated individual to join our small but growing team who will take end-to-end ownership of the product.

Who you are

You're an experience builder. You have insight, energy, and empathy. You're organized and decisive. You aren't afraid to give the candid feedback that might make a situation a bit better. You're looking for a chance to have creative direction, high autonomy, and positional authority to help transform a product, a company, and an entire industry.

Responsibilities for the role

- Collaborate with our CXO/Founder and with UX to gain a deep understanding of our users' needs and behaviors through user interviews and analytics
- Manage the product roadmap, collaborating with CXO on product direction
- Act as the intermediary between business operations and development team
 - Engage support and success teams to understand evolving needs and communicate estimated timelines
 - Prioritize incoming requests, balancing client requests & ongoing development efforts
 - Respond to product team (developers, QA, UX) to clarify requirements and business cases
- Collaborate closely with developers to determine technical feasibility while developing new and evolving features
- Define feature requirements and write acceptance criteria for development tasks
- Create communications with leadership, support, success, and marketing as new and improved functionality is released
- Identify opportunities to improve efficiency in our internal systems and processes - creating documentation, automating tasks, etc.
- Lead recruitment and hiring efforts for product team as needed
- Semi-annual travel to eastern Europe (Bulgaria or Greece) to meet with the product team



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Qualifications

- Bachelor's degree in relevant discipline OR equivalent years of experience
- Background as a product manager, designer, project manager, or developer
- Strong understanding of human-centered design best practices
- Ability to manage your time well and keep the team organized in an Agile environment
- Strong interpersonal skills to build rapport with clients, colleagues, and leadership
- Decisive, while remaining clear and kind
- Curiosity, ability to ask good questions and receive feedback
- Ability to see the big picture, while maintaining attention to detail

Additional Consideration for candidates who:

- Bring technical knowledge related to APIs, databases, and/or software architecture
- Have experience in the professional services industry (engineering, architecture, legal, accounting, etc.)
- Experience with Jira, Confluence, Mural, Figma, Office 365

Compensation & Benefits

- \$70k - \$85k annual salary
- Annual profit-sharing bonus
- Flexible schedule / work from home opportunity
- Unlimited paid time off
- Paid holidays (9 days/year)
- Health, Dental, Vision, Life, ST/LT
- 401(k) Plan with 25% matching
- Skillshare membership to support your learning goals
- Cell phone and internet allowance (\$100 per month)
- Professional development opportunities

To apply, send your resume / CV to Ryan Suydam, Chief Experience Officer and founder, Client Savvy (ryan@clientsavvy.com)