

Senior Business Analyst with Product Manager Experience

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 help us continue evolving our product forward.

This position will evolve over time. Our Product Manager / Owner will be out for maternity leave from May through December. During her absence you will be acting PM in addition to your duties as a business analyst. Upon her return, you will focus more deeply on the BA role and support the PM/UX team.

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. You have strong English and familiarity with North American culture and norms.

BA 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
- Collaborate with business operations and development team
- Engage support and success teams to understand evolving needs and define product requirements
- Respond to product team (developers, QA, UX) to clarify requirements and business cases
- Define feature requirements and write acceptance criteria for development tasks
- Define test cases and collaborate with internal QA team
- Potential annual travel to Raleigh, North Carolina to meet with the US team and/or clients

PM Responsibilities (temporary)

- Manage the product roadmap, collaborating with CXO on product direction
- Prioritize incoming requests, balancing client requests & ongoing development efforts
- Collaborate closely with developers to determine technical feasibility while developing new and evolving features

- Identify opportunities to improve efficiency in our internal systems and processes - creating documentation, automating tasks, etc.
- Create communications with leadership, support, success, and marketing as new and improved functionality is released

Qualifications

- Bachelor's degree in relevant discipline OR equivalent years of experience
- Background as business analyst and/or product manager
- 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
- Excellent communication in English (written and spoken)
- Must be able to work from home / remote

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

- Permanent full-time contract
- 5,000 – 6,500 BGN per month gross pay depending on experience
- Annual profit-sharing bonus
- Flexible schedule
- Unlimited paid time off
- Skillshare membership to support your learning goals
- Professional development opportunities

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