



## **PRODUCT MANAGER**

The Product Manager supports the strategic research, definition, planning, and communication of the Virtuo platform, while keeping up to date with the ever-changing landscape of the corporate and professional markets Virtuo serves. Your expertise sits at the intersection between the business, technology, and the user experience to create the best possible product for target markets. Strong initiative, attention to detail, leadership, and communication skills as you work closely with teams across the organization are key to success in this position.

If you are a Product Manager who loves knowing your customer's needs better than anyone, this is the role for you! A deep knowledge of our clients and market allows us to build a product that will create customers for life.

### **Position Responsibilities**

Reporting to the Director of Product, this position is key to ensuring all aspects of the Virtuo product roadmap are proficiently executed, from specification through to roll out.

**Product Roadmap** - Acting as the user expert, the Product Manager will consistently analyze client's needs and identify potential future needs for both internal and external user groups, collaborating with the product team and leadership to help prioritize and refine the product

**User Stories** - Collaborating with the design and development product teams as well as the marketing teams to bring user stories to life within the Virtuo product

**Data & Insights** - Analyzing insights from customer conversations, user behavior data and product engagement to bring context and data-driven recommendations to product roadmap conversations

**Customer Marketing** - Overseeing the execution of the customer marketing strategy as it relates to client touch points and automated communications. Collaborate with Marketing to incorporate educational content to the internal and external end users

**Product Engagement** - Supporting primary product objectives as they relate to revenue, new client acquisition, client engagement and other strategic metrics and priorities

### **Mandatory skills**

- Ability to develop, manage and move multiple projects forward in a manner that aligns with the needs of the business, while managing demanding timelines and competing priorities
- Ability to pick up new technologies, systems and products quickly and with the ability to assess, understand and communicate how new product investments will influence the Virtuo experience and ROI
- Proven experience working with customers and understanding and solving current and future product related challenges
- Exceptional communication skills, and an enthusiasm for client support and relationship building
- Must be able to work in a dynamic, fast paced environment that is constantly evolving

### **Desired Education and Qualifications**

- 2-3 years of experience in a similar or related position with strong product focus is desired



## **Who is Virtuo?**

Virtuo is a home concierge company redesigning the entire homeownership journey. By leveraging technology and building a platform around people and their communities, we are creating a connected and streamlined homeownership experience that delivers the promise of home to everyone, everywhere. Our human-powered digital Concierge empowers every person to take control of their home, guiding them from possession to living in – delivering a first-class homeownership experience at every step of the way. We have an awesome service with great people, and now we just need the right people to help us deliver our vision to the world.

As a rapidly growing start-up, everyone on our team is ready to jump in and get their hands dirty - willing to do whatever it takes to advocate for our clients, deliver our larger vision and reach our collective goals. Every day is a little bit different and our team members are flexible and collaborative in their work.

We are adaptable and resilient – we roll with the punches and keep pushing forward to improve and innovate our product and services. We're a tight-knit, straight shooting team – we collaborate and dream big, and are looking for people who thrive within that kind of positive camaraderie. We don't take ourselves too seriously, but when it comes to the business, we are laser focused on our vision and our results show it.

## **How to Apply**

Resumes can be sent to [careers@virtuo.com](mailto:careers@virtuo.com). We look forward to hearing from you!