

Product Manager

Loop is changing how customers and merchants think about the online shopping experience. Loop believes that the most important path is the one a customer takes after hitting the “Buy” button. When she’s anxiously awaiting a product’s arrival, trying it out, and deciding whether or not she wants to keep the purchase.

We are a growing B-to-B SaaS company focused on providing a delightful experience for customers through the post-purchase experience. Our first product is a consumer application that facilitates product returns and supports top e-commerce brands like Allbirds, Chubbies and BuzzFeed. Joining the Loop team means becoming an essential part of these brands’ businesses.

Through providing consumers with a simple way to return and exchange products online, Loop automates returns management for merchants, and helps them retain revenue by shifting product refunds to product exchanges. We’ve built an industry-defining product and we’re excited to scale our team and our offering.

We’re looking for an experienced **Product Manager** to help build the future at Loop. You’ll be our first product hire, which means you’ll be wearing multiple hats and working to establish company-wide processes.

This is a full-time position in Columbus, Ohio.

Responsibilities:

- Evolve the product development process at Loop.
- Understand our vision, the strategic relevance of our initiatives and deliver products with Loop’s unique perspective in mind.
- Deeply understand the problems that we’re tackling through research and regular interaction with end users; define and re-frame those problems for the team.
- Manage the roadmap — understanding and prioritizing potential projects from various inputs (user research, internal features, client needs) — to enable realistic forecasting, communication and expectation management.
- Collaborate with our growth department to incorporate market needs as an input to, prioritization.
- Understand the importance of revenue growth for an early-stage company, while grasping the cost to long-term vision that revenue pressure can present.
- Collaborate with our merchant success team to gather feedback from our community of highly-engaged brands, become acutely aware of the merchant perspective.
- Collaborate with our product designer and engineers to imagine the future and define solutions to big problems; manage the development of those solutions and collaborate with QA to define acceptance criteria to ensure confidence prior to release.
- Lead a team of engineers and designers to drive the full product life cycle, spanning ideation, design, implementation, testing, and iteration.
- Understand the nature of a quickly-evolving, highly-competitive market to define a product scope that is focused on the most important use cases with a focus on getting it into users’ hands as quickly as possible.
- Constantly weigh development efficiency versus product utility and accept that building a skateboard can very often be better than building a car.

- Define and monitor key metrics on product health and performance and continually evaluate if your solutions have had their intended effect
- Deliver world-class software—maintain the quality of the product that your team is responsible.
- Motivate a group of committed, smart people to do the best work of their careers.

Position Requirements:

- 3+ years experience in a SaaS Product Manager role.
- Have a strong design background, be able to think deeply about product design decisions and have an understanding of how to create simple user interfaces.
- Be a clear communicator of product decisions and the rationale behind them. Be comfortable in making decisions without consensus. You can help others make decisions by being persuasive.
- Exceptional leadership skills; naturally collaborative, excelling at influencing without direct authority.
- You have experience working with both qualitative customer insights, and quantitative customer data to inform decisions. You've conducted user research, a/b tests and have worked closely with design researchers and analysts (or have analyzed data yourself).
- Highly analytical; excel at leveraging customer research and analytics to drive product decisions.
- Product domain expertise spanning the customer discovery, planning, and product development process; deep understanding of customer-centric product practices.
- You're entrepreneurial and self-driven.
- You're super organized, not ad hoc.
- Be able to easily switch between thinking creatively and analytically.
- Have an understanding of the technical architecture of complex web applications.
- You will need to be versed in implementing SaaS technology platforms and knowledge of key delivery methodologies.
- Relentlessly take ownership; have the awareness to recognize when you aren't empowered and the confidence to ask for what you need to own your function.

Location:

Loop is located in the heart of the Brewery District in beautiful downtown Columbus, Ohio. We enjoy a wide variety of great restaurants, bars, coffee shops, parks and other points of interest within walking distance.

Benefits:

- We offer medical/dental/vision insurance, a great vacation policy and an evolving remote work policy.
- We also offer a supportive environment that empowers you to contribute and influence the company day one.