

Manager Product Analytics & Operations

Description

Bloomerang combines the best tools, resources, and people to provide a world-class experience for tens of thousands of nonprofits, allowing them to raise more money and do more good in the world. Our powerful software and stellar customer service have made us one of the highest rated fundraising/donor CRMs on the market. In addition to creating thriving nonprofits, weâ€™re also in the business of creating thriving employees. At Bloomerang, youâ€™ll be a part of a mission-driven culture built on the core values of Empathy, Unity, and Transparency. We know the key to our success is our people, and weâ€™re proud to be home to some of the most innovative and skilled employees in the workforce today. The Role As Sr. Manager, Product Analytics & Operations, you will be responsible for progressing the organization from asking what our customers are doing, to creating an understanding of why they are doing it. By doing so, you will provide fuel to help drive our PLG strategy, allowing us to shift towards a more proactive approach to customer retention and engagement. You will also be collaborating with the Product team to help them create effective products, and ensure that product performance is correctly measured to achieve customer satisfaction. What You Will Do Define and execute on our product metrics strategy. Lead our Product Analytics team & mentor junior team members. Work with our data to create compelling stories and raise awareness of trends & patterns. Create a product analytics dashboard that shows not only user adoption but the impact /metrics to our customers business, such as donor retention. Become the recognized SME in the tools and processes used by the Product team. Support the product team to increase efficiency. Drive standards and efficiency in the team's use of product management tools Mature the department's process for product led discovery, roadmapping and planning. Serve as the point of contact, and improve Product coordination with other departments on recurring and process improvement projects Assist the Product team in defining and implementing product metrics to measure opportunity size, as well as the impact of released product enhancements. Create and maintain documentation on processes, guidelines, and other material related to this role. What You Need to Succeed 4+ years of experience in software product analytics, in a SaaS company. 2+ years of experience in software product operations, in a SaaS company. Proven experience in defining and effectively executing an analytics strategy. Experience with Business Intelligence tools. Data modeling, gathering, and cleansing experience. (SQL). Demonstrated success in company-wide alignment and change management for organizations of 250+. Ability to inspire and motivate cross-functional Product teams to adopt frameworks and processes that prioritize value to customers/users. Ability to partner with, and align stakeholders across the business such as Marketing, Support, Sales and Customer Success. Experience at companies that employ modern product management & software development techniques. Ability to make decisions based on combined qualitative and quantitative data. Exceptional verbal and written communication skills Exceptional organizational skills and ability to manage competing priorities at a fast pace. Natural bias toward action; highly independent Nice to Haves But Not Required Experience using Tableau. Experience with Google Big Query. (modeling and developing queries) Benefits Health + Wellness Youâ€™ll have access to generous health, vision, and dental insurance options as well as, Fringe, a platform where you choose the perks and services that best meet your individual needs and enhance your quality of life. Employees receive Fringe points on a monthly basis and can spend them on a wide range of perks and services such as DoorDash, Talkspace, AirBnb, and more! Time Off Youâ€™ll get a competitive PTO package

Hiring organization

Bloomerang

Job Location

Indianapolis, Indiana, United States

Base Salary

\$ 50000 - \$ 105000

Date posted

May 26, 2024

Apply Now

that includes 20 PTO days, 3 flex days, 4 optional volunteer Days, 12 paid holidays, as well as paid parental leave. 401k Youâll receive a 401k match to help invest in your future. Equipment Everything you need to be successful, shipped right to your door. Compensation The salary range for this position is: \$109,000 – \$163,500. You may also be eligible for a discretionary bonus. Actual compensation within the range will be dependent on your skills, experience, qualifications, and location, as well as applicable employment laws. Location This is a permanent, full-time, fully remote position. Employees living in Indianapolis, IN are welcome to work from our company headquarters. We do not offer Visa sponsorship or relocation assistance at this time. Accommodations Applicants who require accommodations may contact careers@bloomerang.com to request an accommodation in completing an application. Bloomerang is an Equal Opportunity Employer. Individuals seeking employment at Bloomerang are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation. Please mention the word ****RATIONAL**** and tag `RMzQuODYuMTYzLjE1Mg==` when applying to show you read the job post completely (`#RMzQuODYuMTYzLjE1Mg==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com