## **Product Manager – Transit, Mobility on Demand**

#### The Position

TripSpark is in search of a Product Manager who is passionate about people transportation to join our growing team. We are looking for someone who is naturally curious, loves interacting with customers and various internal teams alike, and doesn’t mind wearing many hats. Working collaboratively with development, client services, sales and marketing, you’ll be involved in all facets of the product lifecycle to deliver solutions that customers love and trust.

#### Job Responsibilities

Reporting to the Director, Product Management, you will be responsible driving the business and development execution for our Mobility on Demand initiative. You will develop deep relationships with our customers to thoroughly understand and prioritize their needs and garner feedback on product design and secure early adopters. Working collaboratively with your colleagues, you will lead a team that will deliver solutions that will exemplify innovation, delight customers and lead to increased revenue growth. You will be the product evangelist both internally and externally. As an individual contributor, you will influence colleagues, stakeholders, and key executives, through your use of evidence and logic.

You won’t only help build great products, but you’ll also be instrumental in their positioning and promotion. You’ll collaborate with marketing on the creation of thought leading content, product collateral and targeted campaigns, as well as enable the sales team through training and sales tools. To effectively position your product against competitors, you will analyze and maintain knowledge of emerging market trends and the competition.

When you aren’t talking to or visiting customers and engaging in opportunities to make you the market expert, you will be an integral part of the development team, participating in daily stand-up meetings, as well as software design and planning. With each new release, you will ensure the company is prepared to promote, sell, deploy, and support the product.

#### Position Requirements

You have a Bachelor’s degree in the fields of Urban Planning, Transportation, Business, Engineering or Software with a minimum of 5 years of related work experience working in public transit. Ideally you have in-depth knowledge of public on-demand transit services, particularly paratransit. If you don’t have a background in product management, you have strong business acumen and a customer-focused mindset with a desire to solve customer problems while growing your business. You want to build a career and grow your skills in a company that will invest in you for the long term.

Below are a few desirable skills for this position:

* Product management certification or equivalent training.
* Effective communicator who listens well and seeks to understand before reacting. Able to adapt verbal and written communication style depending on the audience.
* Problem solver that takes an analytical approach, examining different perspectives, to make informed decisions and recommendations.
* Strong interpersonal skills with the ability to influence and lead geographically diverse cross-functional teams without formal authority.
* Self-motivated with the ability to manage multiple priorities and meet commitments.
* Ability to elicit and understand customers’ underlying needs and motivations and use those insights to drive value in products.
* Possess solid business acumen and strategic thinking.
* Familiarity with Agile methodologies and Aha! Roadmap software.
* Ability to travel up to 25% within North America.

#### Why Work at TripSpark?

* Employee bonus plan
* Full benefits starting on your very first day
* Flexible hours / casual work environment / option to work remotely
* Training opportunities
* And much more!