Role: MRI Online Product Manager

About MRI Online

MRI Online is on a mission to improve medical education globally by empowering the very best physicians to share their knowledge with the world. MRI Online offers an online, highly interactive educational platform for continuing education credits to thousands of doctors in over 70 countries.

We are in growth mode, well-funded, and have great trust from our investors. Our passion for technology, innovation and educational excellence drives our success. Self-starters who love solving hard problems and a fast-paced, collaborative work environment will thrive here. Our offices are located in Pleasant Ridge, Cincinnati, OH.

About the Role

The role of the Product Manager is to build MRI Online's core products across the web. Our product team is responsible for managing all software shipped to customers. You will join a dynamic and fast-paced environment and work with cross-functional teams to design, build, and roll out products and features that delight customers and deliver sales results for MRI Online via engagement on the platform and sales of the product.

Requirements

- Preferred: Bachelor's degree in Computer Science, Engineering, related technical field, or equivalent practical experience.
- Experience in taking a product or a feature from concept to launch
- Passionate about building digital products that people love
- Worked on Product at a startup, tech company or Fortune 500 company
- Solid technical background with a deep understanding of software development
- Bias toward data driven decisions and experience with the tooling necessary to make them
- Desire to spend significant time with customers and develop deep empathy for their needs
- Familiarity with social media and other marketing strategies

Key Activities

- Grow user engagement, user retention and revenues for MRI Online
- Ship product, deliver value to users, measure it and share results with the team
- Prioritize all product initiatives, communicate product roadmap and gain buy-in from key stakeholders internally and externally
- Analyze data and draw insights to act upon
- Gain a deep understanding of customer experience; identify and fill product gaps
- Define and communicate the product vision both internally and externally
- Manage development team; manage agile development processes and deliver bi-weekly sprints
- Develop reporting and KPI tracking used by all relevant internal stakeholders
- Implement customer support processes and policies to ensure smooth operations. Measure, analyze and improve ticketing to drive CSAT and retention