



JOB TITLE: Product Manager
DEPARTMENT: Enterprise Digital Wealth, Worldsource Wealth Management Inc. (“WWM”)
REPORTS TO: SVP, Enterprise Digital Wealth
LOCATION: Vancouver, BC

JOB STATEMENT:

WWM is seeking a Product Manager to oversee the planning, implementation, and management of advisor and client platforms. Reporting into the SVP, Enterprise Digital Wealth, this role focuses on building the future of financial services through a suite of digital platforms and products that help our financial advisors manage and grow their business. The Product Manager will collaborate with the business, operations, technology, digital team members, and others across the organization to develop product roadmaps for our platforms and tools. The role will have accountability for transforming our platforms to ensure they align with business strategy, support business growth, and deliver user satisfaction across our audiences.

ESSENTIAL FUNCTIONS:

- Building a deep understanding of our advisor and client platforms, ranging from onboarding experiences to advisor and client portals, systems, and processes, and how they all fit together;
- Creating an informed perspective on how we can continue to evolve these platforms to make them best-in-class;
- Developing an overall vision and strategy for our platforms, including collaborating with key business owners and channel leads to create an integrated roadmap;
- Communicating the product roadmap to key stakeholders and the leadership team to ensure prioritization and backlogs are aligned to business priorities and strategy;
- Working closely with Customer/User Experience and Content Strategy to identify additional areas to optimize by deconstructing issues, developing solutions, assigning accountability, and supporting solutions through to conclusion;
- Utilizing data analytics, research, product reviews, user feedback, and product testing to ensure consistency and quality across all end-user features;
- Developing processes that will drive consistency, ensuring the appropriate controls, monitoring, and reporting are in place;
- Ensuring alignment and progress against key metrics to measure business outcomes;
- Providing a consistent view on progress against key milestones/business targets to ensure visibility and address any key risks and issues;
- Building accountability and clearing goals across departments, establishing a quality-assurance program that includes methodology to ensure compliance with policy and regulatory requirements
- Providing coaching and knowledge development across business units;
- Facilitating creative problem-solving and addressing roadblocks through team alignment; and
- Using a client-focused lens throughout interactions with key partners and stakeholders to build deeper relationships and help improve our advisor/client experience.

QUALIFICATIONS:

- University or college degree in business or technology
- 7+ years related experience in digital product management

- Proven track record of breaking down long-term business strategies to define and drive impact with shorter-term product goals
- Experience with facilitation and fact-based problem-solving to resolve complex issues and drive actionable outcomes
- Proven track record of managing all aspects of a successful platform, with a solid technical background
- Previous experience working with external vendors and third-party solutions providers, as well as internal development teams
- Excellent program management skills, with proven abilities to influence cross-functional teams
- Strong data-driven approach, utilizing key metrics and evidence in decision-making
- Excellent verbal and written communication skills, with the ability to communicate to a broad spectrum of audiences
- Proven track record of supporting innovation and the design of first-class customer experiences in order to deliver results
- Ability to multitask effectively, with demonstrated ability to adapt to new and evolving priorities and environments
- Positive attitude, detailed orientated, inclusive/team mindset
- Design thinking and agile development experience is an asset
- Experience with agile tools such as Jira, Confluence, and others
- Experience in a technology-driven company or consulting firm is an asset

COMPENSATION:

Commensurate with experience

If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@worldsourcewealth.com.

Worldsource is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Worldsource will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

We thank all applicants for their interest but only those selected for an interview will be contacted.