

Overview

Goodsmith Home Care and Repair, Inc (“Goodsmith” or the “Company”) is tech-enabled, membership-based home care, maintenance, and construction service provider headquartered in Houston. The Company was founded in Q1’20 and Company raised pre-seed capital in Q1’21, led by a California-based, Stanford-centric venture fund and a Dallas-based, real estate tech investment team. The Company is in the early stages of a significant follow-on seed raise.

Goodsmith is looking to hire a Product Manager who can own the Goodsmith member application (iOS, Android, and Web), the primary customer touchpoint, and optimize internal operations/processes. Reporting directly to the CEO, the Product Manager will be responsible for driving on-going enhancements of the Goodsmith member application(s) and internal system workflows/processes.

Key Responsibilities

- **Member Application Owner**
 - Develop and maintain the strategic product roadmap, identify and define new product features/enhancements, and establish the business case (including timelines and estimates) to implement said features/enhancements
 - Manage 3rd party application developers to develop and release new versions of the member application with enhanced capabilities
 - Design and implement member training, communications, and change management processes to ensure a smooth upgrade between versions and adoption of new capabilities

- **Internal System & Process Optimization**
 - Define metrics and KPIs to effectively measure and monitor service delivery including work request intake, project estimation, scheduling, service delivery, and billing
 - Work with process owners to identify system-based bottlenecks and define changes and/or system enhancements required to achieve improvements
 - Work with company leadership to prioritize recommended optimizations and develop schedule of implementation; align with member app product roadmap to ensure any supporting capabilities are deployed concurrently
 - Work with vendors and internal teams to develop and deploy changes to the process and related systems
 - Support Goodsmith team members as they adopt new policies and tools to ensure an effective transition as optimizations are deployed

- **Data Stewardship & Commercialization**

- Understand the data being generated by the member app and servicing platform and how it can be leveraged to improve service delivery and inform business decisions
- Provide business insights, analytics and analysis to business leaders to support reporting to key stakeholders including sales prospects and investors
- Incorporate future data reporting requirements into the member application and servicing platform roadmaps
- **Vendor Relationship Owner**
 - Serve as the primary liaison and relationship owner for outsourced system maintenance and enhancements
 - Work with mobile app development, servicing platform (Next Service, a native NetSuite platform) and finance system (Netsuite, an oracle accounting platform) vendors to ensure proper maintenance upkeep

Key Skills

- Focused on continuous improvement and how to continually drive incremental business value
- Ability to build strong relationships particularly with founding team
- Needs to be forward thinking and can envision future state solutions
- Mentally geared towards operational excellence
- Ability to understand technical systems at a high level and converse with technical resources about system requirements
- Business analysis
- Strong analysis skills
- Should have motivational and persuasive abilities to advocate effectively for product features and enhancements
- Ability to be proactive and handle multiple assignments / results oriented
- Strong communication skills
- Strong documentation and organization skills

Required Experience

- 2 to 3 years in an analytical/role focused on process optimization and improvement, application delivery, and/or product management
- B.S. in Computer Science/Engineering/Data Science and/or MBA preferred

Location

This is a full-time position based at the company's headquarters in Houston, TX.