We're Hiring!

Project Manager – Product Development & Operations

About Rental Deposits Now

Rental Deposits Now dramatically increases ROI for REITs', and sizable Landlords with efficient risk transfer of tenant default risk and related eviction expenses. We drastically reduce the move-in costs for renters, eliminating the major barrier in upward mobility, making the program a win-win. Rental Deposits Now is a cutting- edge InsurTech based in Toronto, Ontario. We've brought a $10B+ international success story to revolutionize the Canadian rental industry.

About the Parent Company

Miller Company is an interrelated and dynamic group of financial companies focused on commercial insurance, surety, warranty and related InsurTech development. Our integrated operations include internationally licensed brokerage retail and franchise, wholesale, claims handling and warranty distribution. Together, we have revolutionized traditional markets by introducing innovative segments that enhance consumer certainty.

Job Description

We are seeking an experienced Project Manager to oversee product development for our Rental Deposits and Tenant Insurance services. The ideal candidate will have a strong background in product management, team leadership, and the ability to manage various software tools to streamline operations, from task creation to deployment. As the Project Manager, you will lead the daily development efforts, prioritize tasks, ensure quality control, and work closely with our development team and stakeholders to drive continuous improvement.

Responsibilities

Project & Task Management:

- Oversee and manage product development initiatives for **Rental Deposits Now** and **Tenant Insurance.**
- Coordinate daily tasks with two full-time developers, ensuring smooth communication and prompt resolution of issues.
- Manage the JIRA board, including task creation, assignment, priority management, and ensuring timely completion.
- Facilitate daily discussions, frequent testing, and troubleshooting to keep projects on track.
- Make strategic decisions regarding deployment, ensuring the smooth rollout of tasks related to:
    - Marketing Pages
    - Customer, Admin, and Agent Portals
    - Application User Journeys
- Collaborate closely with stakeholders (including Don) to understand project requests, create mockups, and assign tasks to developers.

RentalDepositsNow

Software Utilization & Automation:

- **Asana:** Organize projects, track progress, and maintain timelines for all ongoing initiatives.
- **Stripe:** Oversee integration and functionality related to payment processing.
- **Figma**: Collaborate on product designs, wireframes, and mockups for portals and marketing pages.
- **Lucidchart:** Develop flow charts and swimlanes for business planning, visualizing workflows, and process improvements.
- **CRM Systems:**
  - Create email journeys, automate workflows, and manage client lists.
  - Develop robust reporting systems and lead management strategies.
- **Zapier:** Implement and manage automation for repetitive tasks, ensuring seamless integration between software platforms.

Quality Assurance & Deployment:

- Conduct rigorous QA on all items before pushing to the live environment.
- Liaise directly with developers, providing clear instructions and feedback on task requirements and improvements.

Chatbot Management:

- Monitor daily for incoming requests.
- Build and update chatbot flows as required, ensuring FAQs and the 'smart serve' are up-to-date and accurate.

Video Script & Tutorial Creation:

- Develop scripts for step-by-step video tutorials to guide employees and customers on the usage of systems, processes, and tools.

Onboarding & Training:

- Lead the onboarding process for new employees, covering email setup, signature creation, CRM navigation, and phone integration.

Qualifications

- 3+ years of proven experience in product management, within a technology-driven company.
- Strong experience with project management tools such as **Asana** and **JIRA**.
- Proficiency with design and process mapping tools like **Figma** and **Lucidchart**.
- Experience managing CRMs, including email workflows, automation, and reporting.
- Familiarity with automation platforms like **Zapier**.
- Demonstrated ability to manage cross-functional teams and lead product development cycles.
- Excellent communication, organization, and problem-solving skills.
- Hands-on experience with QA processes and deployment strategies.

Additional Skills:

- Integrating AI into processes
- SOP creation
- API liaison
- Strong attention to detail and a passion for delivering high-quality work.
- Ability to balance multiple priorities in a fast-paced environment.
- Knowledge of chatbot management is a plus.
- Previous experience in InsurTech, FinTech, or PropTech industries highly desirable.
- Experience in a startup environment, dealing with high-paced growth and scalable project delivery.

How to Apply

Visit rentaldepositsnow.com/program-manager to apply