

Poland Jobs Expertini®

Staff Product Manager (Repayments)

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Company: Affirm, Inc.

Location: Poland

Category: other-general

Affirm is reinventing credit to make it more honest and friendly, giving consumers the flexibility to buy now and pay later without any hidden fees or compounding interest. Our mission to deliver honest financial products that improve lives extends beyond borders. Consumers across the globe need safe, transparent financing. Our retail partners and merchants need Affirm to be there for them wherever that might be. To help achieve this vision, we are expanding our product lines and becoming a global company.

Our Consumer repayments and collections team is responsible for delivering a world-class repayments and collections experience that delights the customer. The repayments and collections team is focused on making the user experience as transparent, seamless and efficient as possible. The team is also focused on providing best-in-class programs to help customers (who have financial hardships, in particular) recover. As our **Staff Product Manager**, you will be responsible for leading a cross-functional team to identify levers and build repayments and collections platform capabilities and collaborate with cross-functional teams to utilize any and all levers available at your disposal to improve the consumer repayments experience. You will also be responsible for making repayments and collections a scalable platform for future product and geographic expansion.

In this role, you will be responsible for developing a product vision and strategy, building a team, and delivering delightful experiences to our consumers globally.

What You'll Do

Understand Affirm users at a deep level -- what's important to them, what are their constraints

and challenges, their expectations with respect to repayments and collections, why they love Affirm, and what they wish we could do better

Build self-service user experiences that significantly improve the repayments and collections experience

Improve the contact channel journeys in partnership with cross-functional teams

Drive customer comms strategy to proactively reach out to customers and improve their experience

Be an expert on industry trends of consumer and utilize the knowledge to shape the roadmap

Understand the levers to optimize the repayments and collections experience and utilize the available levers to delight the customers and increase their engagement

What We Look For

Passion and drive to change consumer finance for the better

Strong written and verbal communication skills with the ability to articulate customer problems and drive alignment with cross-functional teams and leadership

An analytical metrics-based approach to identifying, sizing and solving problems

Experience managing technical software products from kick-off to post-launch

An experimentation mindset to come up with hypotheses, test them quickly and ship the features globally

Excellent at identifying and prioritizing high impact initiatives

A scrappy, get-things-done attitude to make your product and team successful whether that means writing a QA plan or investigating the root cause of a customer support ticket

Prior experience working with ML models is preferred

The ability to turn incomplete, conflicting, or ambiguous inputs into solid action plans

Excellent at establishing cross-functional relationships, tapping into those relationships and

drive consensus to make progress

Very good at influencing leadership and cross-functional teams

Familiarity with SQL and Excel for product analysis

Compensation & Benefits

We offer a competitive package, with some highlights listed below. However, the given figures are not guaranteed compensation ranges; rather, they are unbinding, approximate indications of what the salary may be for your awareness. The actual salary may be less than the lower range or greater than the upper range, depending on skills and experience. No employee is guaranteed salary at the amount of the lower range.

Targeted Gross Monthly Salary ~~25,792 - 32,231~~ PLN

Type of employment: Contract of Employment

Flexible Spending Wallets for tech, food and lifestyle

Generous time off policies

Away Days - wellness days to take off work and recharge

Learning & Development programs

Parental leave

Robust health benefits

Employee Resource & Community Groups

This role is eligible for creative tax benefits, subject to applicable law and company policy

This role might be eligible for a competitive sign-on bonus of up to 10% of your base salary.

Pay Grade - POL31

Employees new to Affirm or promoted into a new role, typically begin in the min to mid range.

POL base pay range per year:

Min: 309,500 zł

Mid: 386,800 zł

Max: 464,200 zł

Location - Remote Poland

*The majority of our roles can be located anywhere in Poland.

This job description is not a contractual document, and is not intended to have binding force.

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