

SENIOR PRODUCT MANAGER, ECOMMERCE OPERATIONS

Maiden Home is growing a team of forward-thinking individuals who possess unique strengths and perspectives, an innate ability to inspire their colleagues, and an eagerness to reimagine the world of luxury furnishings.

The **Senior Product Manager** will be responsible for defining and executing the product vision for Maiden Home's order management and fulfillment technology. The successful candidate thrives in a fast-paced environment, has taken a product from 0 to 1, and leverages their business acumen and knowledge of E2E e-commerce operations to lead cross-functional partners to deliver platforms that improve efficiency and quality to the end-customer. This role will report to the VP, E-commerce.

This is a unique opportunity to join a brand that is primed for its next stage of growth. When you join the team, you'll enter a workspace that encourages innovation, creative expression, and teamwork. Your experience will be shaped by your performance, contributions, and drive.

This role is located at our New York headquarters in the TriBeCa design district. Our hybrid work policy requires that you are in-office from Monday to Thursday, with the option to work from home on Fridays.

Responsibilities:

- Collaborate with Operations, Ecommerce, Product Operations, Analytics, and Engineering teams, as well as external partners to establish a product vision and solution for Maiden Home's order management and fulfillment systems

- A strong understanding of operational processes within the omnichannel retail industry, including inventory management, order management, fulfillment and logistics.
- Clear and detailed understanding of how post-purchase operational processes, data accuracy and communications impact customer expectations and satisfaction
- Articulate current operational and technical issues with Maiden Home's inventory and order management process and their business impact
- Identify opportunities to improve operational efficiency and excellence while providing visibility into key risks and dependencies and the return on investment
- Develop a 2 to 3-year roadmap for prioritized and leadership-aligned key initiatives
- Leverage data, insights and stakeholder feedback to define KPIs and drive thoughtful decisions that best use our limited resources to meet objectives and goals
- Align and lead cross-functional teams to implement solutions that will achieve desired project, company, and operational outcomes in a timely manner
- Demonstrate end-to-end ownership of product and project success from ideation through to post-launch field enablement
- Proactively engage and communicate with senior leaders and stakeholders throughout the project, anticipating how they are to be involved to ensure project success and advocacy
- Build an approach for measuring outcomes for major product decision in the project
- Move with urgency - Work in an agile and iterative team environment

Qualifications

- 5+ years of experience in product management within ecommerce and/or retail companies
- Bachelor's degree in business, marketing, computer science, or an equivalent desired

- You have experience and interest in Supply Chain, process design, or operational excellence
- You obsess over your customers and develop solutions that delight them
- You are a self-starter with a uncompromising attention to detail
- You have experience with both front-end and back-end product deliverables
- You're organized, disciplined, and can manage multiple projects simultaneously
- You are comfortable dealing with ambiguity
- Proven track record of successfully leading cross-functional teams and driving product initiatives from conception to launch
- Strong analytical skills and proficiency in data-driven decision-making
- Excellent communication and stakeholder management skills, with the ability to influence and inspire others
- Demonstrated ability to thrive in a fast-paced, dynamic environment and adapt to change
- Experience working in the agile environment and development methodology
- Results-oriented attitude with a focus on achieving business goals due to a strong ownership mentality

Benefits

- Competitive compensation package
- Unlimited vacation
- Comprehensive health, vision and dental insurance plans including complimentary memberships to One Medical and Talkspace
- Furniture placement program and exclusive pricing for team members
- Pre-tax commuter benefits
- 401(k) contribution plan
- 12 weeks paid parental leave

- 3-week paid sabbatical after 3 years
- Strong, growing company culture, including frequent happy hours and other team-wide and company-wide events

About Maiden Home

Maiden Home is an authority in the world of luxury home furnishings. The brand designs original pieces at its New York studio, sources exquisite materials from trusted partners around the world, and works directly with distinguished artisans to bring them to life—then, it delivers them with prices and lead times that are unheard of in the furniture industry.

Maiden Home’s unwavering commitment to exceptional design and quality is praised by leading interior designers and publications including Architectural Digest and Elle Decor, and it has brought the brand consistent year over year growth.

Maiden Home is proud to be an equal opportunity employer. We are committed to building a diverse and inclusive culture. We do not discriminate on the basis of race, religion, color, national origin, gender, gender identity, sexual orientation, age, marital status, disability, protected veteran status, or any other legally protected characteristics.

To apply, submit your resume and cover letter to careers@maidenhome.com