

About the Role

A Productologist is part of the [Builder.ai](#) Delivery team, who is responsible for making the customer's dream and vision a software reality. A Productologist works as the customer's product owner and ensures they understand the customer vision as well as providing excellent customer experience. A Productologist will educate, guide, advise and be the customer's Product Manager in the development of the customer's app. The Productologist will work closely with our Ninjas (our project execution team) and Senseis (technical architects) in developing the customer's product.

A Productologist should be able to plan, implement, and track all deliverables. They should be comfortable in taking customers through the journey of app development, liaising with the customer about their responsibilities in decision making and changes to the requirements.

How? This is where you come in! This all begins at our Spec Call. A Junior Productologist is responsible for leading the Spec Call with our customer. A Spec Call is where we look to translate the customer's vision into a spec document which we call our Build Card. The goal is to capture 70-80% of an understanding of the app the customer is looking to create, the related features needed for the app and the sub-feature details. The outcome we look for with a Spec Call is to convert the potential customer into a paying customer.

As a Productologist you should then be able to plan, implement, and track specific short-term deliverables up to the design phase. Capturing user flows, working with designers which is crucial whilst operating in the Builder framework. You should be comfortable in laying out highly detailed product requirements, strategising the customer's product roadmap and collaborating with the execution team to ensure the customer gets the product they asked for at the start of the journey and delivered into their hands by the end.

Requirements

- Familiarity with how software is built (e.g. lifecycle)
- Speaking to our customers in a professional and respectful manner and representing [Builder.ai](#)
- Drafting product docs, user flows, and rough wireframes, and working with designers to refine the customer experience into a polished, shippable product.
- Capturing user requirements in a structured format, known as our Build Card (specification document)
- Clarify, identify, and track requirements and issues, remove barriers, resolve minor project issues and escalate to immediate manager where required.
- Work closely with the Sales Team, Designer and execution team to define the project scope and objectives.
- Manage project scope by assessing requirements changes, determining and conveying impact on time and risk.
- Manage client expectations, anticipates operational and tactical risks and tracks them.
- Stays abreast of current industry trends and new technology through professional associations, trade journals, networking, and associated training and seminars.
- A minimum Bachelor Degree, with project management experience.

Nice to have

- Someone who has built an app
- Someone who has been a product owner for a customer

Abilities (competence in doing something)

- Learning new tools very quickly
- Self-motivated, quick and assertive
- Cool, calm, collected and collaborative work well under pressure and comfortable with change and complexity in dynamic environments.
- Can shift readily between the "big picture" and the small-but-crucial details, knowing when to concentrate on each.
- Ability to identify issues and problems, generate solutions and choose appropriate alternatives using basic root cause analysis.
- Ability to develop project/product plans, manage individual deadlines and goals.
- Ability to listen and understand a customer's story and translate it into a technical specification document
- Ability to explain complex matters in simple ways
- Articulate, yet simple, in explaining features and functions

Skills (a learned skill)

- Exceptional time management skills
- Excellent writing and communication skills
- Extremely detailed oriented and organised
- Have the knowledge, skills and experience to be able to recognise when problems surface or potential problems are looming. He/she should be capable of taking on different challenges and making things possible even though they seem impossible at first.

OKR's for the first 6 months

- OKR 1 - Being able to accurately capture user requirements and translate them into a Buildcard (i.e. specification document)
- OKR 2 - Being able to accurately translate the user requirements to Designers with an end goal of having tangible design assets for the customer's product.
- OKR 3 - Being able to collaborate with your counterpart in the execution team who will manage the Developers and QA