Colombia Jobs Expertini®

Senior Product Operations Colombia

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Company: Nubank

Location: Bogotá

Category: other-general

About Nubank

Nu was born in 2013 with the mission to fight complexity to empower people in their daily lives by reinventing financial services. We are one of the worlds largest digital financial services platforms, serving 90 million customers across Brazil, Mexico, and Colombia. As one of the leading technology companies in the world, Nu leverages proprietary technologies and innovative business practices to create new financial solutions and experiences for individuals and SMEs that are simple, intuitive, convenient, low-cost, empowering, and human. Guided by its mission, Nu is fostering access to financial services across Latin America.

Our Product Operations Team

At Nubank, many things are done from scratch. We understood that to offer the most transparent, fair, and intuitive financial products and services; we had to recreate them from our early days completely. We needed professionals who could navigate from business strategy to project management for this endeavor, from risk assessment to cross-team alignment. That's how and why our Business Architect team was born. A quarter Product Manager, a quarter Business Analyst, a quarter Management Advisor and a quarter Something else? Business Architects are the ultimate owners of Nubank's operations, ensuring that projects and processes run efficiently.

You can read more about it in our and get some insights into how we work.

As a Senior Product Operations, you're expected to:

Be in charge of conceptualizing and managing projects

Manage customer service OKRs to ensure excellent and efficient customer excellence standards

Work closely with our Product Managers, Corporate Development and Software

Engineering teams to ensure our customer, and business needs are mapped and correctly

prioritized

Monitor metrics and OKRs, facilitate communication within Nubank's teams, and manage external vendors

Study and support strategic business decisions

Prospect, develop and close strategic partnerships that are relevant to tackle an issue or support a new initiative

We're looking for an experienced Senior Product Operations who has:

7+ years of experience in similar roles

Solid analytical background from data-driven, tech-forward companies who operate at scale, or management consulting firms

Experience leading strategic projects, preferably related to growth or commercial initiatives

Demonstrable track-record of stakeholder management and end-to-end project leadership

Experience building partnerships from inception to delivery

Experience managing by influence and collaborating with multidisciplinary teams

Outstanding communication skills; ability to communicate concisely and effectively across all levels of the organization

An ability to deliver despite ambiguity and changing expectations. You see that there's almost always more than one way to do something well

Ability to deal with unexpected situations with wise decisions

A 'can-do' approach to work, always looking for new ways to adapt traditional practices in a

new and challenging way

A great prioritizer profile that thrives in a fast-paced environment

Fluent or native Spanish and English

Core Benefits:

Equity at Nubank

Health insurance

Vacations of 15 workdays

NuLanguage - Language learning program

Parental leaves

Diversity & Inclusion at Nubank

We want to have a product for everyone, and we build strong and diverse teams that rise to the challenge. We are a team of the most creative people in technology, and we hire under equal opportunity, irrespective of gender, ethnicity, religion, sexual orientation, or background. We are proud to say that 30% of Nubanker recognize themselves as part of the LGBTQ+ community, and 40% of our team comprises women in all positions and seniority levels. We are a very process-light organization that values human interactions, and that is an essential part of our culture. At Nubank, everyone has the opportunity to speak up and participate, grow, and share ideas.

Candidates should be based in Bogotá.

Nubank continues to hire for all open roles, all interviewing and onboarding is done virtually. Everyone new to the team and our current staff will be working from home for 7-8 weeks and 1 at the office (Bogotá).

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