

# United States Jobs Expertini®

## Principal Product Designer, Follow Up Boss

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Company: Zillow

Location: Mexico City

Category: other-general

### About the team

Follow Up Boss is the leading CRM for fast-growing real estate teams. Our first line of code was written in 2011 after an interview with a real estate leader, who told us a story about how they couldn't even sit down to watch a movie with their kids because they had to stay on their phone, manually forwarding leads out to their agents. They became our very first customer.

Twelve years later, we serve tens of thousands of brokers, team leaders, and solo agents just like them, helping solve the many challenges around the fast-paced, always-on, relentless business of real estate sales. We are currently a team of 100+, all working 100% remotely since day one. Our company is part of Zillow Group, which gives us the freedom to focus on the success of our customers and our team.

The Zillow Experience Design (ZxD) team is a fast-paced, collaborative, and driven product design team. We're a tight-knit, fun-loving, and upbeat group. Meet us and learn more at <https://www.zillow.com/careers/design>

We are a multidisciplinary team. Our roles include product design, content design, experience research, design systems, and design operations.

We build useful, usable, and innovative experiences for Zillow customers. These experiences live across web, mobile, and internal software platforms.

Our team cares deeply about solving problems for real people – customers, co-workers, and everyone else. We seek to make everything a little better than we found it.

Follow Up Boss es el CRM líder para equipos inmobiliarios de rápido crecimiento. Nuestra primera línea de código fue escrita en 2011 después de una entrevista con un líder de bienes raíces, que nos contó una historia acerca de cómo no podían ni siquiera sentarse a ver una película con sus hijos porque tenían que permanecer en su teléfono, reenviando manualmente clientes potenciales a sus agentes. Se convirtieron en nuestro primer cliente.

Doce años después, prestamos servicio a decenas de miles de agentes, jefes de equipo y agentes en solitario como ellos, ayudándoles a resolver los numerosos retos que plantea el vertiginoso, siempre activo e incesante negocio de las ventas inmobiliarias. Actualmente somos un equipo de más de 100 personas, todas trabajando 100% a distancia desde el primer día. Nuestra empresa forma parte del Grupo Zillow, lo que nos da la libertad de centrarnos en el éxito de nuestros clientes y de nuestro equipo.

El equipo de Zillow Experience Design (ZxD) es un equipo de diseño de producto dinámico, colaborativo y motivado. Somos un grupo unido, divertido y optimista. Conócenos y aprende más en <https://www.zillow.com/careers/design>

Somos un equipo multidisciplinar. Nuestras funciones incluyen el diseño de productos, el diseño de contenidos, la investigación de experiencias, los sistemas de diseño y las operaciones de diseño.

Construimos experiencias útiles, usables e innovadoras para los clientes de Zillow. Estas experiencias se desarrollan en plataformas web, móviles y de software interno.

Nuestro equipo se preocupa profundamente por resolver problemas para personas reales: clientes, compañeros de trabajo y todos los demás. Buscamos hacer todo un poco mejor de lo que lo encontramos.

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## About the role

As a principal product designer within the Follow Up Boss team, you're responsible for uncovering insights, building a strong opinion, setting a high quality vision, and articulating your vision through impressive designs and compelling experiences. As a design leader, you develop positive relationships, provide mentorship to other designers, and work with others to elevate design quality. You will play a critical role in how Follow Up Boss realizes that vision, helping us shape and deliver high quality and innovative experiences that will build momentum for the Follow Up Boss team, agents, and business.

## Responsibilities

Discover; Proactively discover company level opportunities and help bring clarity and insight to these problems.

Own your ideas; Own specific design-led projects that you proactively seek out.

Be an expert; Work with Design and Product leaders to identify programs of work where your direction and expertise are needed to guide the work to a successful customer focussed outcome.

Ship quality; Work across the entire design, product, engineering, support and go to market teams to ensure that the quality of the products we ship goes above and beyond the standards our customers expect.

Inform strategy; In close partnership with the Product team, help to execute and inform the ongoing Design strategy and Product strategies.

Improve our practices; Identify gaps in our approach and lead the team to solutions.

Customer focus; Work closely with real estate agents who use Follow Up Boss everyday.

Impact; You are able to develop innovative patterns and systems that are durable, repeatable and set a new standard for interaction for the company.

Platform thinking; Design a platform that works for a single agent or a team of a thousand agents.

Create experiences for web, iOS, Android

Contribute, learn, grow, and have fun

Como diseñador principal de productos en el equipo Follow Up Boss, eres responsable de descubrir ideas, crear una opinión sólida, establecer una visión de alta calidad y articular tu visión a través de diseños impresionantes y experiencias convincentes. Como líder de diseño, desarrollarás relaciones positivas, asesorarás a otros diseñadores y trabajarás con otros para elevar la calidad del diseño. Usted jugará un papel crítico en cómo Follow Up Boss realiza esa visión, ayudándonos a dar forma y entregar alta calidad y experiencias innovadoras que construirán el impulso para el equipo de Follow Up Boss, agentes y negocios.

### **Responsabilidades:**

Descubrir; Proactivamente descubrir oportunidades a nivel de empresa y ayudar a aportar claridad y conocimiento a estos problemas.

Ser dueño de tus ideas; Ser dueño de proyectos específicos de diseño que busques proactivamente.

Ser un experto; Trabajar con los líderes de Diseño y Producto para identificar programas de trabajo en los que su dirección y experiencia son necesarias para guiar el trabajo hacia un resultado exitoso centrado en el cliente.

Ofrecer calidad: Trabajar con todos los equipos de diseño, producto, ingeniería, asistencia y comercialización para garantizar que la calidad de los productos que ofrecemos supera con creces las expectativas de nuestros clientes.

En estrecha colaboración con el equipo de producto, ayudar a ejecutar y fundamentar la estrategia de diseño y las estrategias de producto en curso.

Mejorar nuestras prácticas: identificar lagunas en nuestro enfoque y guiar al equipo para encontrar soluciones.

Enfoque al cliente; Trabajar en estrecha colaboración con los agentes inmobiliarios que utilizan Follow Up Boss todos los días.

Impacto; Eres capaz de desarrollar patrones y sistemas innovadores que son duraderos, repetibles y establecen un nuevo estándar de interacción para la empresa.

Pensamiento de plataforma; Diseña una plataforma que funcione para un solo agente o un

equipo de mil agentes.

Crear experiencias para web, iOS, Android.

Contribuir, aprender, crecer y divertirse

This role has been categorized as a teleworker position. Teleworkers do not have a permanent corporate office workplace and, instead, work from a physical location of their choice which must be identified to the Company. Employees may live in any part of Mexico, but preferably in Mexico City, as we would encourage attendance for occasional in-office events. In addition to a competitive base salary and benefits, this position is also eligible for equity awards based on factors such as experience, performance and location.

### **Who you are**

7-10 years as a product designer, user experience designer, design lead, or similar role

Experience building products in a remote or distributed team environment.

Exceptional interaction and visual design skills.

Demonstrated portfolio of shipping amazing customer experiences that have made a significant impact on business and customer metrics.

Strong organization and execution capabilities, especially in areas of influence and collaboration with diverse, cross-functional teams.

Excellent written/verbal communication - an engaging storyteller.

Experience leading design activities like journey mapping, co-design sessions, prototyping, design critique, and user testing

A bias towards prototyping and talking to customers.

Experience designing for B2B, B2B2C or productivity experiences.

Please submit a portfolio that highlights relevant work and a resume with your application.

7-10 años como diseñador de producto, diseñador de experiencia de usuario, líder de diseño o puesto similar.

Experiencia en la creación de productos en un entorno de equipo remoto o distribuido.

Excepcionales habilidades de interacción y diseño visual.

Cartera demostrada de experiencias de cliente sorprendentes que han tenido un impacto significativo en el negocio y las métricas del cliente.

Gran capacidad de organización y ejecución, especialmente en áreas de influencia y colaboración con equipos diversos e interfuncionales.

Excelente comunicación escrita/verbal - un narrador atractivo.

Experiencia liderando actividades de diseño como journey mapping, sesiones de co-diseño, prototipado, crítica de diseño y pruebas de usuario.

Una inclinación hacia la creación de prototipos y hablar con los clientes.

Experiencia en el diseño de experiencias B2B, B2B2C o de productividad.

Por favor, envíe un portafolio que destaque el trabajo relevante y un curriculum vitae con su solicitud.

## **Get to know us**

is reimagining real estate to make it easier to unlock life's next chapter.

As the most-visited real estate website in the United States, Zillow® and its affiliates help movers find and win their home through digital solutions, first class partners, and easier buying, selling, financing and renting experiences. Millions of people visit Zillow Group sites every month to start their home search, and now they can rely on Zillow to help make it easier to move. The work we do is helping people move from dreaming to transacting — and no matter what job you're in, you will play a critical role in making this vision a reality.

Our efforts to streamline the real estate transaction are supported by a deep-rooted culture of innovation, our passion to redefine the employee experience, and a fundamental commitment to Equity and Belonging. We're also setting the standard for work experiences of the future, where our employees are supported in doing their best work and living a flexible, well-balanced life. But don't just take our word for it. Read recent reviews on and recent recognition from multiple organizations, including: the 100 Best Companies to

Work For in 2022 list, Glassdoor Employees' Choice Award, honoring the in 2022, Bloomberg Gender-Equality Index 2022, Human Rights Campaign (HRC) Corporate Equity Index and Best Place to Work for LGBTQ Equality 2022, and TIMElist.

*Zillow Group is an equal opportunity employer committed to fostering an inclusive, innovative environment with the best employees. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, and gender identity. If you have a disability or special need that requires accommodation, please contact us at.*

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