

## Product Manager, Rider Support

Waymo · San Francisco, CA Reposted 7 months ago



Full-time · Mid-Senior level



1,001-5,000 employees · Technology, Information and Internet



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No longer accepting applications

### About the job

Waymo is an autonomous driving technology company with a mission to make it safe and easy for people and things to get where they're going. Since our start as the Google Self-Driving Car Project in 2009, Waymo has been focused on building the Waymo Driver—The World's Most Experienced Driver™—to improve everyone's access to mobility while saving thousands of lives now lost to traffic crashes. Our Waymo Driver powers Waymo One, our fully autonomous ride-hailing service, as well as Waymo Via, our trucking and local delivery service. To date, Waymo has driven over 20 million miles autonomously on public roads across 25 U.S. cities and conducted over 20 billion miles of simulation testing.

Waymo takes an integrated approach to building the world's first fully autonomous driving technology, with researchers, designers, product managers, and technical program managers working side by side. We seek to understand the needs of our users and the opportunities of the technology to ensure we build the best product. From autonomous driving behavior to user interfaces, we work to inspire the product vision and then make it a reality.

#### In This Role, You'll

- Understand the needs of riders, community, and the business by gathering requirements from riders, UXR, regulators, and other stakeholders
- Define, measure, and improve quality and efficiency metrics
- Leverage that user understanding to execute on engineering/operational projects to improve the support experience, including cross-functional partnership with our Rider Support ops team, user experience/ research team, and many others
- Jump into new projects that arise more broadly within the rider experience and operations areas at Waymo
- Understand how Waymo communities perceive us where we operate and partner with cross-functional teams implement solutions that address community/city needs, paving the way for future growth

#### At a Minimum We'd Like You To Have

- Computer science degree or related technical degree
- 4+ years of product management experience at a highly technical, large scale organization
- Strong communication skills
- Strong bias-to-action, independence, and ability to execute
- Experience in a heavily operational PM role

#### It's Preferred If You Have

- Experience with building/optimizing call center operations
- Experience with autonomous vehicles
- MBA or consulting experience

The expected base salary range for this full-time position across US locations is listed below. Actual starting pay will be based on job-related factors, including exact work location, experience, relevant training and education, and skill level. Your recruiter can share more about the specific salary range for the role location or, if the role can be performed remote, the specific salary range for your preferred location, during the hiring process.

Waymo employees are also eligible to participate in Waymo's discretionary annual bonus program, equity incentive plan, and generous Company benefits program, subject to eligibility requirements.

#### Salary Range

\$185,000—\$221,000 USD

#### While At Waymo, You Will Enjoy Benefits That Cover...

**Health and wellness:** Our people are at the heart of everything we do. At Waymo, you can enjoy top-notch medical, dental and vision insurance, mental wellness support, a Flexible Spending Account (FSA), a Health Saving Account (HSA), on-site physicians and/or nurses in some locations, and special wellness programs.

**Financial wellness:** Your financial peace of mind is important to us. At Waymo, we offer competitive compensation, bonus opportunities, equity, a generous 401(k) plan or regional retirement plans, 1-on-1 financial coaching, a 529 College Savings Plan and lots of other perks and employee discounts.

**Flexibility and time off:** Take the time you need to relax and recharge. Enjoy the flexibility to work from another location for four weeks per year. We support an on-site, hybrid work model and offer remote working opportunities, paid time off, Waymo recharge days, bereavement, sick, and parental leave.

**Supporting families:** When it comes to growing your family or caring for your loved ones, you have our full support. Enhanced leave options include paid parental leave (birthing parent gets 24 weeks of paid leave, and non-birthing parent gets 18 weeks of paid leave), and 20 subsidized days of backup childcare or adult/elder care. Access to fertility care or adoption support as you grow your family.

**Community and personal development:** At Waymo, you'll find a range of opportunities to grow, connect, and give back. We offer education tuition reimbursement, personal and professional development, mentorship, and other ways to connect through Employee Resource Groups (ERGs), other internal groups, and even time off to volunteer.

**Cool perks:** Access to Google offices, cafes, wellness centers, personal training sessions, massages, haircuts, bike repairs, office transportation, commuter benefits and so much more. To support your wellbeing at home, you can enjoy at-home fitness and cooking classes, and more.

- Please note that while our benefits philosophy is the same in every place Waymonauts work, benefits may vary by office/country and are subject to eligibility requirements.

**Note:** The following is only applicable for roles hired in the US. As we keep the safety of our employees and our communities top of mind, COVID-19 vaccinations continue to be a critical prevention measure to help end the pandemic. Because of this, Waymo requires all US-based employees who perform work onsite for Waymo to be fully vaccinated against COVID-19. If you are unable to be vaccinated, Waymo will provide a reasonable accommodation consistent with applicable law.

The expected base salary range for this full-time position across US locations is listed below. Actual starting pay will be based on job-related factors, including exact work location, experience, relevant training and education, and skill level. Your recruiter can share more about the specific salary range for the role location or, if the role can be performed remote, the specific salary range for your preferred location, during the hiring process.

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We appreciate your interest in Waymo. Waymo is an equal employment opportunity employer, committed to maintaining a supportive and inclusive workplace for all employees. Waymo does not discriminate against, and prohibits harassment of, any applicant or employee based on race, color, sex, sexual orientation, gender identity, religion, national origin, age, disability, military status, genetic information or any other basis protected by applicable law. Waymo will also consider for employment qualified applicants with criminal records in accordance with applicable law. Waymo is committed to ensuring equal opportunity for qualified individuals with disabilities. If you are an individual with a disability and require an accommodation to participate in the application or interview process, please let the recruiting team know or email [waymo-candidatesupport@google.com](mailto:waymo-candidatesupport@google.com). (This email address is intended to be used only for requesting accommodations as part of the application process. Other inquiries will not receive a response.)

**Note:** Upon hire, all employees are required to submit proof of legal right to work, consistent with applicable law. Waymo also participates in the E-Verify program.

Waymo Applicant and Candidate Privacy Policy

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### Benefits found in job post

- Medical insurance
- Vision insurance
- Dental insurance
- Commuter benefits

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## How you match

3 skills match your profile. Stand out by adding other skills you have.

### Skills associated with the job post

Identified by LinkedIn

#### 3 skills on your profile

Product Management, Autonomous Vehicles, and User Experience (UX)

#### 6 skills missing on your profile

Communication, Computer Science, Independence, Requirements Gathering, Teamwork, and Cross-functional Team Leadership

Additional skills among applicants

**9 skills other applicants have**  
Microsoft Office, Leadership, Microsoft Excel, Project Management, SQL, Data Analysis, Management, Microsoft PowerPoint, and Public Speaking

Show all skills →

Put your best foot forward with your application

Hire a resume writer

Get a resume review

**PREMIUM** ?

See how you compare to other applicants

Applicants for this job

**535** Applicants  
**0** Applicants in the past day

Applicant seniority level

**182** Senior level applicants

**173** Entry level applicants

**64** Manager level applicants

**19** Director level applicants

Applicant education level

**35%** have a Bachelor's Degree (Similar to you)  
**36%** have a Master's Degree  
**26%** have a Master of Business Administration  
**3%** have other degrees

Applicants are in these locations

**292 applicants** ✓  
San Francisco Bay Area

**39 applicants**  
New York City Metropolitan Area

**35 applicants**  
Los Angeles Metropolitan Area



## See if Waymo is hiring people like you

The latest hiring trends.

2,939

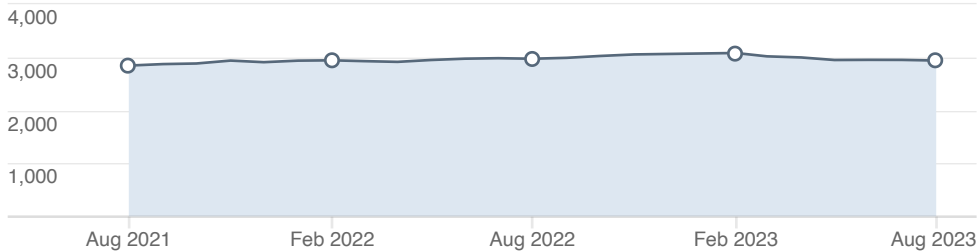
Total employees

▲ 3%

Company-wide  
2 year growth


▲ 26%


Product Management  
2 year growth



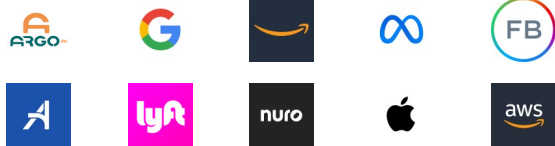
⌚ Median employee tenure · 2.9 years

Waymo hires candidates from some of these companies and schools

 Waymo hired 16 people from Argo AI. [See all](#)

 Waymo hired 2 people from Vanderbilt University. [See all](#)

Product Management hires at Waymo came from these companies and more.



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## About the company



Waymo

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Waymo is an autonomous driving technology company with a mission to make it safe and easy for people and things to move around. With the Waymo Driver, we can improve the world's mobility while saving thousands of lives.

...


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## Company photos




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Square  
San Francisco, CA (Remote)


 1 connection works here


2 weeks ago




**Technical Product Manager**  
McDonald's  
Chicago, IL (On-site)


 Premium tip: you'd be a top applicant


2 weeks ago  Easy Apply




**Senior Product Manager, Coordinate**  
Asana  
New York, NY (Hybrid)


 Premium tip: you'd be a top applicant


2 weeks ago  Easy Apply




**Senior Product Manager**  
Fohr  
New York City Metropolitan Area (Hybrid)


 Premium tip: you'd be a top applicant


2 weeks ago  Easy Apply




**Technical Product Manager**  
McDonald's  
Chicago, IL (On-site)

 Premium tip: you'd be a top applicant


2 weeks ago  Easy Apply




**Senior Technical Product Manager**  
Venmo  
Arizona, United States (Remote)

 2 school alumni work here


27 minutes ago




**Senior Product Manager, Growth**  
Vanta  
United States (Remote)

 Premium tip: you'd be a top applicant


2 weeks ago




**Product Manager II, Google Cloud**  
Google  
New York, NY (Remote)

 15 connections work here


8 hours ago




**Product Marketing Manager, Lyft Media**  
Lyft  
Seattle, WA

 Actively recruiting


2 weeks ago




**Product Marketing Manager**  
WHOOOP  
Boston, MA (Hybrid)

 Actively recruiting


1 week ago




**Senior Technical Product Manager**  
Venmo  
Greater Orlando (Remote)

 2 school alumni work here

27 minutes ago




**Retail Product Manager**  
Delta Air Lines  
Atlanta, GA (On-site)

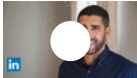
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