 Zendesk Product Design Career Paths (Management)

**Title**
- Product Design Assistant
- Associate Product Designer
- Product Designer
- Product Design Manager
- Senior Product Design Manager
- Director, Product Design
- Senior Director, Product Design
- VP, Product Design
- SVP, Product Design
- CCO

**Functional Knowledge/Design**

- Requires a variety of skills in the analysis of customer needs and opportunities.
- Works on problems of moderate scope where analysis of data or information requires abstraction from core concepts and methodologies. Evaluates situations and problems to determine their root cause.
- Solves problems around them.
- Normally receives general instructions and standards for the intended use of products, tools, and new processes and improvements.
- Manages a single geographic area or limited budget.
- Solves problems that require abstraction from core concepts and methodologies. May manage multiple geographic areas or limited budget.
- Manages and facilitates key processes and procedures across the organization.
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**Job Complexity**

- Relates to a variety of cases having a common operation and complexity.
- Works on moderate to major projects that are well-defined in terms of objectives and constraints.
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**Impact**

- The level of impact on an event's success. Contributes knowledge to the development of major functional procedures and guidelines.
- Impacts a variety of customer and operational objectives and metrics outside of their own area and helps ensure that initiatives align with overall objectives and metrics.
- Integrates and adapts to culture of complex environments.
- Assists with the development of internal and external standards for the design of products and services.
- May require a degree of judgment in selecting methods, techniques, and tools for completing assignments.
- Demonstrates an ability to identify and develop business opportunities that result in successful outcomes.

**Supervision/Detail Work**

- Involves general detail work and projects.
- Ventures into the details of the specific work, projects, and programs.
- Manages overall direction for projects. Sets direction and guidelines for projects.
- Manages multiple stakeholders and or teams. Identifies and leverages technical experts and/or partners to complete initiatives.
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**Leadership**

- Manages, works through value-driven leadership. Sponsors the coordination of the efforts and dependencies of a major project, program, or effort.
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