

Product and UI/UX Lead

Job Description

About Us

MeshAI.io was founded in 2018 by academics, scientists, and engineers in Canada with decades of experience in optimization and healthcare systems. A near-death experience for one of our founders—caused by fatigue from an error in scheduling—turned our research on burnout, inefficiency, and lost wellness into a personal mission. That work led us to create a new category of staff scheduling called “collaborative scheduling.” As a category leader, Mesh AI’s mission is to design intelligent, fair, and transparent schedules so clinicians can rest, feel respected, and focus on what matters most: caring for patients, not fighting with spreadsheets and call calendars.

About the Role

At MeshAI.io, we’re reimagining how healthcare teams share time, workload, and responsibility—and we’re looking for a Product & UI/UX Lead who cares deeply about both people and product. In this role, you’ll have real ownership of the roadmap, the user experience, and how ideas become shipped features. You’ll collaborate directly with founders, engineers, and customers to turn messy, real-world clinician workflows into intuitive, humane interfaces that people actually enjoy using. If you thrive in small, fast-moving teams, love solving complex problems with creativity and empathy, and want your work to meaningfully improve the daily lives and wellness of healthcare teams, we’d love to meet you.

Responsibilities

1. Product Ownership & Roadmap

- Own and manage the product roadmap, ensuring clear prioritization based on business goals, customer needs, and internal strategy.
- Write product and technical specs, organize user studies, manage the backlog.
- Lead roadmap planning and feature definition, aligning development with market demands and user feedback.
- Act as the internal voice of the customer, ensuring the product consistently meets real-world needs.

2. Execution & Agile Delivery

- Oversee regular sprint planning, backlog refinement.
- Maintain clean and up-to-date repositories, documentation, and product artifacts.

- Collaborate daily with engineering to ensure efficient execution and timely delivery of features.
 - Identify, track, and report key product KPIs by deriving insights from qualitative and quantitative data about customers, competitors, and commercial activities to validate hypotheses, understand product usage, identify opportunities, and design experiments to measure product performance.
- 3. UI/UX Ownership**
- Own the end-to-end user experience of product.
 - Translate product requirements into wireframes, mockups, and user flows that support intuitive and efficient usage.
 - Conduct UX reviews, gather user feedback, and continuously refine the interface for clarity and usability.
 - Ensure design consistency across all modules and new features.
- 4. Cross-Functional Collaboration**
- Work closely with Customer Success, Implementation, and Sales teams to gather insights, validate problems, and define solution requirements.
 - Support internal and customer-facing demos for new features and releases.

Skills & Qualifications

Required

- Proven experience as a Product Owner, Product Manager, or similar role in a SaaS environment.
- Strong understanding of Agile methodologies (Scrum, sprint planning, backlog ownership).
- Demonstrated UI/UX design skills, including experience with wireframing and prototyping tools (e.g., Figma, Sketch, Adobe XD).
- Proven ability to influence cross-functional teams without formal authority
- Proven track record of delivering tangible business outcomes
- Ability to translate complex workflows into intuitive user experiences.
- Excellent communication skills, with the ability to synthesize input from diverse stakeholders.
- Strong analytical and prioritization skills, especially in fast-moving environments.

Nice to Have

- Experience in healthcare or familiarity with clinician workflows.
- Background in software development or technical fluency.
- Experience working in small teams or early-stage startups.

Why join us

- If you thrive on energy and momentum, you'll love our dynamic workplace that keeps you engaged and challenged.
- Accelerate your professional journey with opportunities to learn and advance as we scale our operations.
- Be part of a mission-driven team transforming healthcare scheduling. Our co-founder's life-altering, near-death experience due to scheduling errors is what drives our commitment to change. [Click here to read the story.](#)
- Your work will play a crucial role in preventing future healthcare errors, ensuring better outcomes for patients and clinicians alike.
- Enjoy the freedom and flexibility of remote work, empowering you to balance your career and personal life while contributing to an impactful mission.

Our core values

1. Respect: We care and respect others and our planet as a whole
2. Integrity: We are honest and apply radical candor with compassion
3. Growth: We are results-driven and detail-oriented
4. Efficiency: We are resourceful and lean and minimize wastes
5. Communication: We make no assumptions and communicate clearly at all times

Our targeted attributes

The company uses a systematic and standard score-card approach towards hiring that measures against the required skills and attributes of each position that includes MESH Scheduling Inc.'s "A.G.I.L.E. CARE" set of attributes:

- Adaptability and Flexibility
- Growth Mindset
- Integrity and Honesty
- Lean Operator and Resourceful
- Empathic Communicator
- Clinician-Focused and Caring for Healthcare
- Altruistic Team Player
- Responsible
- Effective

It is the policy of Mesh AI to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. Mesh AI welcomes and encourages applications from people with disabilities.