

Product Designer

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 Designer** who cares deeply about both people and the visual and interactive product experience. In this role, you’ll have real ownership of the end-to-end user experience and how ideas become intuitive, 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. UX/UI Design & Strategy

- Own the end-to-end user experience and design strategy for key product areas.
- Translate product requirements and complex clinical workflows into wireframes, mockups, and high-fidelity prototypes that support intuitive and efficient usage.
- Define, maintain, and evangelize the design system and ensure visual and interaction consistency across all modules and new features.

2. User Research & Validation

- Plan and conduct qualitative user studies (interviews, usability testing) and interpret quantitative data to inform design decisions.
- Work closely with Product to validate hypotheses, gather user feedback, and continuously refine the interface for clarity and usability.
- Create user flows, journey maps, and information architecture diagrams to clearly communicate design rationale.

3. Cross-Functional Collaboration

- Collaborate daily with Product and Engineering to ensure design feasibility,

efficient execution, and timely delivery of the intended user experience.

- Work closely with Customer Success, Implementation, and Sales teams to gather insights and understand real-world user problems.
- Support internal and customer-facing demos for new features and releases, communicating design decisions effectively.

4. Design for Growth & Enablement

- Design and maintain company website, product marketing assets, and campaign visuals as needed.
- Create high-quality decks, presentations, and visual narratives for internal and external use.
- Contribute to documentation design, including guides, one-pagers, and customer-facing materials.
- Support lightweight visual needs such as social media graphics.

Skills & Qualifications

Required

1. Proven experience as a Product Designer, UX Designer, or similar role focusing on interface design, preferably in a SaaS environment.
2. Proficiency in modern design, prototyping, and collaboration tools (e.g., Figma, Sketch, Adobe XD) with a strong portfolio showcasing successful product designs.
3. Proven ability to influence cross-functional teams without formal authority
4. Proven track record of delivering tangible business outcomes
5. Ability to translate complex workflows into intuitive user experiences.
6. Excellent communication skills, with the ability to synthesize input from diverse stakeholders.
7. 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

- **Dynamic Environment:** If you thrive on energy and momentum, you'll love our workplace that keeps you challenged.
- **Growth:** Accelerate your professional journey with opportunities to learn and advance as we scale.
- **Mission-Driven:** Be part of a team transforming healthcare scheduling to prevent burnout and errors.
- **Impact:** Your work will play a crucial role in ensuring better outcomes for patients and clinicians alike.

- **Remote-First:** Enjoy the freedom and flexibility of remote work.

Our Core Values

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

Our Targeted Attributes

We measure candidates against our “**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.