

Interview Type: Product Case Study

Congratulations on making it to the case study round!

Our hiring and selection process is highly selective as Justworks operates in a complex domain space of payroll, taxes, benefits and so much more! So pat yourself on the back and get ready!

Your case study should solve for the longstanding institution that people interact with on a regular basis, but has a subpar product and/or servicing experience that could be radically reimaged. You may pick from these prompts or come up with one like it:

- Improve the long lines at the Department of Motor Vehicles (DMV)
- Build an easier way to estimate and pay quarterly tax obligations for contractors
- Updating one's legal last name across government institutions and companies you are a customer of
- Redesign airplane boarding processes to improve experience
- Improve the United States Postal Service (USPS) in-person or online experience
- Modernize the hospital check-in process from clipboards
- Streamline the jury duty summons process
- Reimagining the college admissions process for transparency and accessibility
- Updating the public library experience for digital-native readers
- Improve accessibility and engagement in voting systems
- Reduce the friction in wage garnishment processing from mailed court orders

If you are interviewing for an International Product role, please choose from this list:

- Streamline the process for verifying right-to-work documents across multiple countries with different standards
- Reimagine how global employment agreements are created, signed, and stored to reflect both local law and company policies.
- Redesign how companies handle terminations across countries with different notice periods, severance laws, and documentation requirements.

Given the limited time for the case study, we recommend you avoid institutions/topics that are too broad to scope down into a productive conversation. For example, we suggest you avoid:

- Reimagining navigating the American Healthcare industry
- Reimagining banking through a digital lens

While the prompts often focus on public services, we encourage candidates to also consider the potential for commercial application or strategic business value within their chosen problem domain.

Instructions for Candidates

We are excited to spend an extended period of time (75 mins) discussing your product proposal and then engaging in a workshop (designed & led by you) with the goal of working collaboratively towards a rough V1 solution. Please see additional requirements on both parts of the Case Study below:

1. Product Proposal (20 minutes to present, 10 minutes for questions) –

Instructions: You can assume everyone in the room will have read your proposal in advance, so adjust your presentation approach accordingly. Choose a prompt and define the problem you want to solve. There are no specific requirements in terms of *format* by which you present your product proposal, but the *content* must cover:

- Problem Definition
 - What are you solving for?
What does it mean to “improve” this prompt beyond ease of use?
 - What outcomes would signal success?
- Customers & Pain Points
 - Who are your customers?
What about their current experience is suboptimal?
 - How does that poor experience negatively impact the institution as well?
- Success Metrics
 - How will you measure success?
 - Bring some research (even lightweight) to support your baseline metric assumptions.
Assumptions are fine if you state them clearly.
- Hypothesis & Scope
 - What are you trying to make true, and why do you believe it will meaningfully impact your metrics?
What is out of scope, and why?
- Constraints & Risks
 - What limitations, trade-offs, or risks might shape potential solutions?
- Solution Directions
 - Light ideation on possible solutions.

- In the next portion of the on-site, you will take these possible solutions and work with Justworks Design and Engineering representatives to further refine and scope the proposed solution.

2. Design & Facilitate a Mini Workshop (45 minutes to run)

Instructions: After offering a few solutions at the end of your product proposal, please shift into facilitating a 45-min workshop with the same Justworks Engineering and Design members. *The goal of this workshop is to collaboratively scope and agree on a minimum viable product (MVP) including an agreed-upon set of requirements that align to rough wireframes of a V1 solution.*

- You are responsible for leading the workshop in whatever way you deem most effective. As a reminder, the exercise / discussion you lead should guide the group toward a clear, tightly scoped MVP definition.
- Materials:
 - If you are coming onsite to our office at 55 Water Street, you will have a whiteboard and markers in the room available for use
 - If you are remote, we defer to your preference for a medium to collaborate. Options include Figma, Miro, Google Doc, etc. – just please ensure access to the medium of your choice will not be an issue during the interview