

Foothold Technology Product Manager

November 2020

About Foothold Technology:

Foothold Technology provides software for human services agencies to ease the burden of documentation - providing our client agencies the freedom to focus on their mission.

Foothold was born out of three NYC human services agencies in 2000. Having originated within a human services agency, we're firmly committed to easing the administrative burden on our clients, and in turn, helping the millions of individuals they serve receive excellent care. Today, more than 1,000 agencies nationwide count on Foothold's AWARDS software to manage and bill for their services.

Foothold is owned by ASG, which is a software business that buys, builds, and operates market-leading vertical SaaS companies. Foothold is located in the heart of Manhattan - just south of Union Square - and the team is deeply passionate about helping the people who help people.

Job Description:

This is an incredible opportunity to join a growing SaaS company. We are looking for an experienced and exceptional Product Manager to join our team and make an immediate impact. You will play a leading role in defining the long-term product vision for the company, with a strong focus on redesigning the user experience of our software. We aspire to create an easy-to-use system for all our customers. Your goal is to articulate a compelling product vision and strategy and drive our product development process to turn that into reality.

Key Responsibilities:

Product Strategy: Candidate leads and defines the long-term product vision and has strong influence over the product roadmap and end-to-end development process.

- Define, own and prioritize the UI/UX related features of our product roadmap managing visibility with all sectors of the company
- Break down large projects into milestones, make trade-off decisions and get buy-in from cross-functional teams.
- Focus on product instrumentation and analytics and iterate based on data and user insights.
- Research to understand industry and customer trends to inform future development and become a thought leader.
- Quarterback and prioritize development requests from engineering, marketing, business development, customer success and customers.

Execution: Candidate ships creative and highly successful products and features.

- Work cross functionally with engineering, customer service, sales, QA and other teams to build out an amazing product.

- Responsible for all aspects of sprint planning, refinements, demos, retrospectives and reporting on progress evaluations and sprint goals overview.

Communication: Candidate communicates cross-functionally, internally and externally, to gain insights and alignment on initiatives.

- Communicate product vision, requirements and constraints for product initiatives and releases to senior management and various stakeholders
- Engage and collaborate effectively with designers
- Communicate roadmap progress and changes to stakeholders, as well as outcomes of prior launches
- Clearly and effectively write out epics, user stories and acceptance criteria using the INVEST method meeting the teams definition of ready

Uphold Foothold's Core Values: *Mission-Driven, Respect, Collaboration, Work-Life Balance, and Integrity*

Experience:

- 4+ years of Agile product management experience
- MS/BS degree in Computer Science, Engineering or equivalent preferred
- PMI-ACP certification preferred
- Data-driven product approach and an ability to strategically balance user and business impact
- Shipped creative and highly successful enterprise SaaS products; involved in process end-to-end
- Clear, concise, and thorough written and oral communication skills--you have the ability to communicate complex ideas in simple, easy-to-understand ways.
- Experience transitioning an existing product to an updated design
- Strong customer interviewing, customer development and need finding experience
- Experience building full SaaS solutions, not just features
- Solid technical background with understanding and/or hands-on experience in software development and web technologies
- Experience with product management tools ie. JIRA

Other Information:

- Location: Remote
- Compensation: Competitive
- Other Benefits: 401k matching, medical and dental healthcare coverage, FSA, competitive PTO, flexible working schedule and location
- Culture: Fast-paced, highly mission-driven atmosphere in a casual, laid back environment

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.