Position Description

Title: Digital Products Manager
Department: Jobversity
Reports to: CEO
FLSA Status: Exempt
Location: Remote

About the Organization

Over the years, Upwardly Global has supported thousands of foreign-born skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

About Jobversity

Jobversity is an Upwardly Global initiative which aims to scale our 20+ years of knowledge, expertise, direct service experience, digital tools and resources to the broader ecosystem of immigrant and refugee serving agencies – equipping the field to better address the unique workforce development and inclusion barriers faced by internationally-trained professionals. We provide employment readiness training, tools, and consultation to individuals and providers in the public workforce system who are outside of Upwardly Global's direct service customers and for a fee.

Position Overview

The Digital Products Manager (DPM) will play a critical role in the implementation and execution of UpGlo's largest and most impactful transformation to date. The DPM will successfully deliver UpGlo's most significant, large scale, complex technology programs against the global strategic transformation and change agenda. S/he will manage a moderate scale digital products and services end-to-end to achieve nonprofit business outcomes for government, community based organization and employer partners looking to support a more diverse mid- and high-level workforce that includes immigrants and refugees. Serving under our CEO and in closest coordination with our VP Programs, the DPM will be part of our transformation program and its related priorities.

Top Level Goals

- **Strategic Planning:**
  - Work in close coordination with leadership, programs team and technology, bridging vision and implementation.
  - Design a high-level, and immediate strategy around building digital products that respond to client needs as assigned by UpGlo leadership supported by a product roadmap driven by various data points, market analysis, and the unique value that the product would enable.
- **Market Discovery & Competitive Analysis**:
  - Gauge insights for the product and define this differentiation, after carefully analyzing the market, competitors and filling in the gaps of user needs.
  - Participate in product discovery exercises focused on crystallizing the end-user need and curating demand for your digital product domain.

- ○ Optimize the value of the delivery team by prioritizing work against end-user (ie client) needs and business objectives.
- **Product & Process Conception**: Ideate and help bring to life product solutions and accompanying processes for internal & external users.
- **Managing Execution & Delivery**:
  - ○ Manage the product backlog and handle new requests and errors according to severity and need.
  - ○ Prioritize and define which items to build when and work with the tech team closely to get these executed and delivered in set timelines.
- **Pricing & Go-to-Market**: Work closely with leadership and the project manager to either define the go-to-market strategies and pricing or support them with any information.

Responsibilities:

- Manage the conversion of high-level business requirements and use-cases into detailed functional specifications and user-stories
- Partner with colleagues in technology to ensure delivered product experiences are easy to use, scalable, and enjoyable
- Coordinate with colleagues focused on data standards and measurements to ensure product alignment with key data analysis and monitoring of metrics
- Undertake regular work stream meetings, documenting and following-up on actions and risks identified from the meetings and escalate where needed, while ensuring remediation action plans are implemented
- Maintain ongoing appropriate communication to management and stakeholders both for status as well as to evangelize digital product benefits
- Develop comprehensive change management and benefits realization plans to ensure successful delivery of key changes
- Develop methods for the implementation of long-term product goals and objectives for highly complex projects – working closely with colleagues to project manage and evaluating needs within a global structure.
- Serve as a recognized expert in the product functionality being provided, and the business domain being served.
- Proactively communicate risks, dependencies, and changes to Product roadmap to stakeholders, sponsors, and users.
- Coordinate large size projects, including the establishment of plans, milestones, and deliverables in consultation with business stakeholders and external partners.

What you need to have:

- 5+ years' experience as a Product Owner within a Digital Products Organization or related competency
- Experience directly contributing to a related project, product, or initiative within a digital business or technology setting
- Experience delivering digital products in a multi-site environment

- Experience within a change and transformation environment
- Experience in a leadership role for a digital product or relevant software solution
- Demonstrated competency in partnership skills on past projects and products
- Demonstrated ability to communicate with managers, stakeholders, and delivery-partners
- Mastery in the digital products development within an Agile-like organization/structure
- Demonstrated ability managing multiple priorities, stakeholders, initiatives in a structured fashion
- Strong written skills
- Exceptional organizational skills

What makes you stand out:

- SAFe® or Comparable Certification a Plus (relevant course topics include but not limited to Agile Product Manager, Lean Portfolio Manager, Product Owner / Product Manager, Agilist)
- Experience with software delivery toolset such as Jira, Qlik, Salesforce or equivalent a plus
- Demonstrated competency in managing stakeholders in a dynamic and diverse environment
- Strong organizational skills
- Domain experience in at least one relevant area that includes but not limited to workforce, immigration, nonprofit space
- Formal instruction (a degree, minor designation, certification, or other course-work) in a relevant aspect of digital technology including software development, computer or systems engineering, information systems, technology architecture, entrepreneurship, or related.
- Mastery in communication skill-set to partners, peers, managers, and stakeholders
- Experience which demonstrates intellectual curiosity

Salary Range Disclaimer

The base salary range represents the low and high end of the Indeed salary range for this position. Actual salaries will vary depending on factors including but not limited to location, experience, and performance. The range listed is just one component of Upwardly Global's total compensation package for employees. Benefits include paid time off policy, hybrid or remote work schedule, medical/dental/vision insurance, short term disability insurance, life insurance and retirement plan with employer match.

Salary Range Transparency: $120K - $150K USD per year

Upwardly Global is deeply committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment.

Interested candidates should send a resume and cover letter to HR@upwardlyglobal.org with Digital Products Manager in the subject line.