



Title: Senior Product Manager Division/Department: Product

Reporting To (title): Chief Product Officer

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Temporary/Contract

ABOUT E4E RELIEF

For more than 20 years, E4E Relief has been the market leader in providing disaster and hardship relief grants to individuals in crisis, empowering companies to support their employees and other stakeholders during crisis.

From our headquarters in Charlotte, North Carolina, we partner with companies and communities to deliver a compassionate response to crisis for their global employees and stakeholders. In the process, our global, charitable business solution allows companies to form a deeper connection with their most valuable asset: their people.

We are organized as a nonprofit social enterprise and live into our values of serving others while we serve and support each other. We have provided hundreds of millions of dollars in grant funding to individuals in over 100 countries in the past three years. Over the years, this work has inspired many diverse, talented and passionate individuals to join our team.

Below, you will find a full description of the role we are currently looking to fill.

POSITION SUMMARY

The Product team is seeking a passionate Senior Product Manager to support the definition and delivery of new products and product enhancements. This position is responsible for gathering product ideas from business leaders as well as from market and customer research, managing the process to prioritize those ideas, and documenting detailed business requirements for the top priority ideas. This role will then work closely with the technology team to implement new products and enhancements on time and on budget. Additionally, this role will clearly communicate new product functionality to key stakeholders ahead of each release.

DUTIES & RESPONSIBILITIES

- Track and assess peer and competitor offerings, seeking opportunities for collaboration and/ or differentiation across primary market segments
- Document and analyze business processes and identify improvement opportunities to streamline and automate processes and functions
- Produce reports, analyze data, and develop business cases
- Manage prioritization process with Executive Team in support of an evergreen Product roadmap and backlog
- Facilitate cross-functional requirements sessions to ensure product and enhancement ideas are clearly translated into detailed user stories
- Negotiate commitments by facilitating the communication between business unit(s) and IT from initial requirements to final implementation
- Enable product delivery, readiness and rollout by facilitating demos, overseeing user acceptance testing and coordinating and conducting relevant training
- Support all product lifecycle stages from ideation through sunset, with responsibility for ensuring that deliverables and business requirements are understood and releases are delivered on time for customer enablement and success
- Leverage insights to develop and monitor performance KPIs and communicate results internally and externally to key constituents

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

JOB QUALIFICATIONS

- Bachelor's degree required; advanced degree preferred
- 7+ years in relevant field
- Strong quantitative and qualitative analytical skills with the ability to translate business needs into clear, organized requirements
- Ability to author thorough, detailed, high-quality documentation, including process maps, user stories, use cases and test scripts
- Experience in Agile development framework and product lifecycle development
- Capable of building and maintaining strong relationships with a diverse set of constituencies
- Results-oriented individual with a history of setting and obtaining goals and meeting aggressive timelines
- Strong problem-solving skills and willingness to roll up one's sleeves to get the job done
- Confident, capable, enthusiastic self-starter
- Professional demeanor, exceptional written and verbal communication skills

Note: Proof of fully authorized vaccinated Covid-19 status is required (or E4E Relief authorized religious or disability accommodation).