Title: **Product Manager/Assistant Product Manager**

Reports To: Director, Digital Programs

Hours: Full time, with benefits. Some nights and weekends required.

Description:

Overview/Background: 9Health:365, one of Colorado's most loved non-profits, is seeking a Product Manager / Assistant Product Manager (DOE) to join our team. Our vision is that everyone has the opportunity and progresses toward making health positive choices. This position plays a critical role in supporting our digital programs, including our new service "9Health:365 Comprehensive". The Assistant Product Manager will have responsibilities across all phases of our digital product lifecycle – from supporting sales and marketing, to assisting with development of operational protocols and technology requirements, to supporting customers who purchase the products. The right candidate is curious, eager to learn and contribute to a great organization and product and experienced with at least some aspects of product development.

Role: Product Manager/Assistant Product Manager (dependent on experience)

The Product Manager (PM) will be a key part of a small but mighty team focused on launching, scaling, and improving digital products and services for 9Health:365, Colorado's best-loved preventive health nonprofit (formerly known as 9Health or 9Healthfair).

Reporting to the Director of Digital Programs, the PM must be a digitally savvy, customer-focused product professional, with experience in/exposure to a wide range of product management disciplines including agile development, feature roadmaps, documenting requirements through user stories and acceptance criteria, and user experience testing/design thinking.

Responsibilities:
- Understand and represent the Voice of the Customer(s), using quantitative and qualitative data to identify experience needs, gaps, and opportunities
- Identify what's working and what isn't, in order to make data-driven recommendations for product improvements/features
- Work closely with the Tech Team to define, prioritize, and document product requirements
- Work with medical experts to inform clinical aspects of product development
- Act as an ambassador for the product internally and externally; become an expert "power user" of our digital offerings

- Work cross-functionally to understand business requirements and business goals, developing strong and productive working relationships with multiple stakeholders including Marketing, Tech, Client Service, Customers, and Members/Users
- Identify ways to drive growth, aligning customer needs/experience with business goals and development resources
- Partner with Client Service to address customer inquiries; develop FAQ's and other training materials as needed; first point of Product contact for sales and other internal stakeholders
- Research, analyze and understand the market and customers; able to synthesize information, extract insights and apply to roadmap and product planning

Requirements:
- Experience developing and delivering product demos; a confident speaker
- 4+ years product development experience
- Experience launching and scaling new products
- Passion for customer experience
- Experience in an Agile development culture
- Organizational and time management skills
- Analytical and problem-solving skills
- Eye for details
- Overall understanding of technologies used in the product; maintains active interest in new technologies that can make our products/platforms better/simpler/easier to use/reduce costs
- Willing and able to work in a Denver-based office (Golden Triangle) at least 2 days per week once we return to the office

Preferred:
- College degree
- Exposure to/experience with healthcare
- Experience with both b2b and direct to consumer products / services/ business models
- Fluent in both Spanish and English

Nice to have:
- Coding / software development skills
- Customer support, sales, and/or marketing experience
- Startup experience

Please apply at: https://tegna.jobs.net/jobs?keywords=assistant+product+manager&location=
Don't worry, you're not applying for a job with 9News!