

Position: PRODUCT MANAGER

Location: 4 Metrotech, Brooklyn, NY

Job Number: 249545

ORGANIZATIONAL PROFILE: As part of the Mayor's Office of Operations, the Office of Health and Human Services is the City's go-to resource for harnessing digital tools and capabilities to improve the lives of low-income and vulnerable New Yorkers, with the policy, management and technical expertise to help produce better outcomes for residents.

The unit currently operates HHS Accelerator, Worker Connect, and ACCESS NYC.

HHS Accelerator is a transformational initiative to reengineer, simplify and speed the procurement process for City agencies and client and community based service organizations by implementing a series of policy reforms, restructuring of rules and regulations, centralizing portions of procurement oversights and building a web-based system to support these reforms to dramatically shift the City's procurement of health and human services.

Worker Connect, a data sharing technology that allows case workers to see real-time information about clients drawn from multiple City sources. Users only access information that they have been authorized to view based on their role and all applicable laws and regulations.

JOB RESPONSIBILITIES: The Mayor's Office of Operations, Office of HHS-Connect is recruiting for one (1) Business Promotion Coordinator III to function as a Product Manager, who will:

- Drive and maintain product roadmaps.
- Be a key stakeholder in product functionality and change control.
- Utilize user research, analytics, and other metrics to make product decisions and set priorities.
- Navigate policy changes and opportunities that impact products.
- Collaborate with design, technology, and business team members.
- Hold agency stakeholder relationships.
- Manage RFP development and contracting with vendors.
- Maintain product development timelines and scope.
- Lead content development, working closely with agency partners for iteration and approval.
- Develop metrics and key performance indicators for products.
- Create product launch and ongoing marketing strategy.
- Troubleshoot help desk inquiries.

PREFERRED SKILLS AND/OR QUALIFICATIONS:

- Commitment to the mission of advancing greater equality and opportunity.
- Expertise in digital product management and strategy.
- Experience in public policy.
- Empathy for users.
- Ability to self-direct work.
- Excellent communication and presentation skills, both verbal and written.
- Experience in integrating government and/or multiple lines of a business organization's services one system is a plus.
- Integration of API and open platforms that promote civic engagement and innovation and improve service delivery.
- Outstanding collaboration and team-building skills with technical and non-technical members.
- Behavioral competencies that demonstrate leadership, self-awareness, adaptability, ability to be a systems thinker, and attention to quality.

SALARY: Commensurate with experience.

TO APPLY: Go to <https://a127-jobs.nyc.gov/> and type in the position and/or Job ID Number.

**THE CITY OF NEW YORK AND THE OFFICE OF THE MAYOR ARE EQUAL OPPORTUNITY EMPLOYERS
NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT**

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