SENIOR PRODUCT MANAGER

Hats & Ladders, Inc. | New York, NY

Start date: December 2020
Position Type: Full-time
Location: Based in NYC, working virtually (and open to remote candidates)

ABOUT US

Hats & Ladders, Inc. is a mission-driven start-up focused on helping all youth develop career thinking so they can feel more confident and better informed about their future choices. We're supported by the National Science Foundation, U.S. Department of Education, and youth development organizations in New York City and beyond. Our platform promotes a blended learning approach: a self-guided web-based app for young adults that works in tandem with a web-based dashboard of resources for educators.

ABOUT THE OPPORTUNITY

The **Senior Product Manager** will play a central role in our company operations and growth. This person will work closely with our team of strategists, technologists, designers and implementation specialists to advance our platform and lead our approach to agile development. The ideal candidate is an experienced product manager, who will own and be responsible for product development AND is a passionate product leader who uses data and user feedback to guide improvement and shape our long-term product vision. Most importantly, the person in this position will be contributing to our mission of embedding "career thinking" in schools and community based organizations across the country. The Senior Product Manager will report to the Chief Executive Officer.

WHAT YOU WILL DO

Lead our Product Effort
- **Establish best practices.** Promote collaboration and transparency across the team, creating a positive environment working towards the achievement of product goals.
- **Plan. Release. Repeat.** Improve and adopt our product release planning and management process. Clearly articulate, document, communicate and track work plans based on product strategy and roadmap.
- **Lead a cross-functional team.** Manage the product team to ensure timely, high-quality releases, establish processes and ensure alignment across functional teams and product goals.

- **Represent the strategic Product perspective** in discussions with engineering, design, content, implementation, and business teams to ensure projects are well-defined, high impact and successfully executed.
- **Lead the agile product management process** from problem definition and strategy to design implementation, creating structure and processes that optimize team performance and create transparency across projects while proactively communicating with stakeholders.
- **Be an effective manager.** Lead the end-to-end product development process ensuring the team is engaged towards the release goals and motivated by their individual contributions.
- **Cultivate the team.** Build, support and inspire the team fostering a culture of design thinking, continuous learning and constructive critique.

Drive Our Platform
- **Go deep.** Develop a deep understanding of our mission, products, clients, and market through product metrics, user research and market analysis.
- **See the future.** Identify and prioritize new strategic initiatives and innovative solutions, raising the bar on design quality, for the advancement of our products and to improve the overall product experience.
    - **Evolve, advance and champion the Product Roadmap.** Synthesize our collective learning into a roadmap that the whole team understands and adopts.
    - **Ability to think long-term and act short-term**. Meet the constraints of a continuous release process while iterating toward a future vision.
- **Never forget our users.** Ensure a user and client focused approach to product design at all levels of the product and experience.
- **Unify.** Work closely with executive/strategic team, engineering, design, content, and implementation specialists to deliver the best experience across all product lines.
- **Roll up your sleeves.** Thrive as a player and a coach, both executing work yourself (writing user stories, problem-solving engineering issues) and guiding the work of the team in a hands-on manner.
- **Engage** with our educator community and partnerships teams to understand the needs of career educators/advisors and leverage user data to create thoughtful experiences that meet both user and business needs.

Be a partner to other senior leaders in the organization
- **Contribute to our collective efforts** on business strategy, product roadmap, client support, etc.
- **Foster an environment that is inclusive, kind, fun, and collaborative.**

WHAT YOU BRING

"Musts"
- Experience managing a design and development team and a commitment to shipping products of high quality on time and within budget
- Experience leading an agile product development process, managing multiple products simultaneously
- A user-centered approach to product development
- Experience working cross-functionally to drive strategy, vision and execution
- An inherently collaborative presence, with an interest in teaching and learning
- Thorough knowledge of web-based product design and development practices including mobile design and development
- Expertise with core concepts related to product design, including direct experience in both qualitative and quantitative analysis, A/B testing, wireframing, prototyping, developing user feedback loops, etc.
- Ability to work with and communicate with everybody: peers, staff, executives, stakeholders and clients.
- Experience in resolving organizational challenges and streamlining processes that scale teams in a high-growth environment
- Strong verbal, written and interpersonal skills

"Pluses"
- Prior experience working with educational technology
- Experience in user research and experience design of mobile web applications
- Technical experience with web and software development
- Experience developing products for government and nonprofit markets

WHAT WE OFFER

- A fun, creative start-up that is growing fast
- Deeply collaborative team work environment
- Meaningful, mission-driven work
- Opportunity to directly impact product and organization
- A competitive salary, including health benefits, flexible work schedules/location, more than a month of paid time off (including three weeks of vacation)
- A sane work life (with a few exceptions here and there)

INCLUSION MATTERS

As an equal opportunity employer, Hats & Ladders, Inc., is committed to creating an inclusive, connected and diverse workplace. We seek candidates from a wide variety of backgrounds because it's the right thing to do *and* will make our company stronger. If you share our mission to build a sustainable social impact organization, you will find a place where your contributions are valued and rewarded.

TO APPLY

Please apply on Indeed.com