

Position Title: Sr. Product Manager

FLSA Status: Exempt

Department Name: Marketing

Reports to: Chief Executive Officer

Primary Purpose and Function:

The Sr. Product Manager is responsible for leading and managing all aspects of the Product Strategy and lifecycle for our Supply Chain Automation (SCM) and clinical analytics software modules and platform, as well as service line offerings including data management consulting and physical inventory service lines. The Sr. Product Manager aids in the development of new and developed versions of existing software products, and service-line offerings, and in the development of new product ideas based on his or her experience and interactions with customers and prospective customers. The Sr. Product Manager regularly performs competitive, pricing, profitability analyses, which are used to recommend strategies that will improve the business's product's market position, enable cost reduction, and improve quality over product competition. This role works daily with our Hyderabad, India-based offshore development and SQA team over ~70 FTEs attending scrums and working to ensure quality and timely delivery and releases and functionally.

This role reports directly to the CEO and will be governed by a newly-formed MHS Product Council which is made up of cross-functional senior executives within the company.

Essential Functions and Responsibilities:

- Working with our India-based R&D team regularly to prepare regular reports and presentations on Product development metrics for the CEO
- Launching the vision, product strategy and road map for our products and working with key stakeholders in the company to deliver on that vision, e.g. sales, partner team, international site leaders, etc.
- As the product owner, define product development directions (features, user experience, application flow and optimizations) and drive ongoing product initiatives in close collaboration with the Development team
- For new product features, clearly describe expected input and output, user stories and epics, application behavior and error handling, to guide the Development team
- Research and collaborate with the development team and CTO on documentation and process improvements, including formalized software product development/scrums tools (ie Jira/Atlassian, Confluence, etc.)
- Conduct market analysis to identify challenges and opportunities for growth
- Participate in the quarterly and annual planning of the company's objectives
- Managing the entire product life cycle from strategic planning to tactical execution
- Defining product requirements documents based on an intimate knowledge of the specific market segments, target customers, and product including both Supply Chain Automation and Clinical and Perioperative Analytics.
- Working directly with the governance of the MHS Product Council for gate/stage review and acceptance

- Responsible for assisting Marketing and other groups with the go-to-market plan and enablement, working to ensure that sales, SEs, Marketing, and any partner teams have what they need to be successful
- Listens to customers and using active listening to understand, anticipate and exceed their strategic and solution needs
- Presentation, public speaking, and writing as needed to further the MHS product portfolio
- Help to drive sales by enabling business development and sales teams, leading calls with key customers, creating tools to support the success, helping to identify opportunities to increase that success
- Research and identify new opportunities for MHS to innovate on behalf of our customers
- Monitor market trends, analyze competitive products and activities; find, communicate and leverage relevant benchmarks (including business models) outside of the core market;
- Present and champion the product vision within the organization and coordinate the execution of the marketing plans with the various stakeholders and departments;
- Track and report progress and performance of projects and recommend improvements
- In conjunction with Marketing, leads the field product-focused research of competitor products to understand similarities and differences in features and functionality, and maintain and train competitive SWOT analysis for the company
 - Including technical information, pricing and market dynamics
- Works closely with the SVP (or equivalent function) and Sales Executives to understand competitive gaps affecting Sales bookings
- Leads Product/Sales Training, including the release of Products and Services to the field sales team to ensure effective “Stories” are being told and presented.
- Building and maintaining trusted relationships with prospects, customers and partners including leading a to-be-formed Customer Product Advisory Group.

Key Contacts/Relationships:

- Trusted advisory relationships with partners, prospects and customers including leading a to-be-formed Customer Product Advisory Group
- Business partner-level relationships with Engineering, Sales, Marketing and Professional Services.
- Supportive relationships with Senior VP of Sales or equivalent including the Director of Sales Operations
- Business partner-level relationship to the CTO

Knowledge, Skills and Experience Needed for the Job:

- Minimum Bachelor’s Degree in Marketing, Business, Communications or related field and/or experience; ideally a Master’s Degree;
- Previous experience managing Software-as-a-Service technology products and managed services.
- Direct experience in Supply Chain Management and Automation space required
- Experience in Perioperative Analytics space preferred; clinical product management background highly desired
- Experience with building products and services for partners, resellers, managed services providers, and consulting companies
- Experience with agile methodologies, scrum and scrum master, etc required
- Experience in .NET environments as well a modular, SaaS-based platform delivery model highly preferred
- UI and UX background, including both app and web-based presentation highly preferred

- Excellent oral and written communication skills with the ability to influence others internally and externally
- A minimum of 7 years of experience in a Product Manager role (or equivalent), preferably in a healthcare software company
- Energetic personality with good communication skills; a positive force within a team
- Strong leadership skills and ability to work both autonomously and as a team player
- Problem-solving oriented, with a constant desire to improve and achieve higher grounds
- Fluent in English; ability to and experience working with offshore Indian software development and QA teams recognizing the time zone challenges of an offshore team
- Ability to analyze quantitatively, problem-solve, and scope business requirements
- Ability to deliver initiatives from conception through completion
- Excellent speaking-listening-writing skills, attention to details, proactive self-starter
- Ability to meet tight deadlines and prioritize workloads
- General office technology skills required (PC, Microsoft Outlook, smart phone, WebEx)

Physical Demands:

Travel throughout the US is required from time to time for customer visits, conference, and training. Participation in field events and conferences, corporate events, customer meetings, and more is expected from time to time.

Company Policy/Procedure Compliance:

The Sr. Product Manager will be obligated to comply with all company policies and procedures including, but not limited to any Customer Business Associate Agreements that the company may enter into, in addition to complying with other Human Resources requirements. In discharging the duties of this position, the Sr. Product Manager may come into contact with confidential patient identifiable electronic health information and will be obligated to maintain the confidentiality of this information and report any breach immediately to the proper hospital authorities.

Job Context and Other Relevant Information:

The Sr. Product Manager has a direct responsibility to ensure the safety of MHS's brand portfolio. The Sr. Product Manager will maintain the highest ethical standards possible in building and protecting brand equity.

Compensation and Company Benefits

MHS offers a competitive salary and executive bonus plan for this position. In addition, we offer a complete employee benefits package including company sponsored major medical and prescription program, dental, vision, life insurance and disability plans. In addition, we offer paid time off (PTO), paid holidays and supplemental Aflac insurance programs. We also provide a 401k retirement program with a company match.

Please submit your resume to: humanresources@mhsinc.com