

Product Manager

About Solutions By Text

Solutions by Text (SBT) was founded in 2008 with the mission to deliver impactful conversational messaging and convenient payment partner solutions that are rich, real-time and compliant. Built on hard-earned trust and SMS industry best practices, the company is the only compliance-first provider of enterprise texting solutions in the market. More than 1400 consumer finance organizations, including leading brands in auto finance, banking and lending, trust SBT to ensure convenient, effective and compliant relationships with their millions of consumers. SBT is headquartered in Dallas, TX with remote teams and offices around the US and in Bangalore, India. For more information, visit <https://solutionsbytext.com/>.

Game-changing Technology Built for Growth

Solutions By Text (SBT) has changed the way compliant businesses communicate and transact with their customers via mobile devices. Since adding its first client, SBT has quickly become the leading text provider to consumer finance companies and various other regulated industries. Recognized as an Inc 5000 fastest growing companies, SBT continues to grow and expand through the addition of great employees who desire a growth culture.

Responsibilities

- Deliver mission-critical, innovative solutions involving complex integrations.
- Work with Senior Executive stakeholders to drive alignment and deliver multi-faceted capabilities
- Partner with IT representatives at all levels to assess, initiate, prioritize, refine, and drive appropriate technology solutions.
- Develop and maintain a multi-track product or program level roadmap for his/her delivery area that synthesizes the needs of business customers over the long and short term.
- Manage a broad portfolio of technologies and delivery teams that work together efficiently to meet business needs.
- Manage delivery expectations with customers, driving a multi-tier communication cadence with stakeholders at the executive and operational level.

- Create, and groom a backlog of well-formed stories for implementation by the scrum team(s) involved in delivery.
- Manage and communicate tradeoff decisions between scope (value in expected ROI) and schedule (higher operating expense in longer release cycles). Help the business determine solution/feature ROI in the context of prioritization.
- Work with business and IT stakeholders to prioritize work to be delivered by the scrum team at a sprint level. Works with the Delivery Scrum Team on product execution.
- Work with external delivery teams, such as product vendors or implementation partners, and seamlessly weave their work into the product and roadmap.
- Communicate effectively and appropriately with both business and technical stakeholders (written and verbal).
- Navigate complex situations involving multiple parties, rapidly assessing context and driving the right resources to resolution.
- Work with other Product Owners or Product Analysts / Business Systems Analysts in delivering coordinated features and solutions
- Work very comfortable with stakeholders at the department or division level.
- Review technical solutions for compliance to business processes and objectives, as well as IT standards.
- Work proactively on customer issues and resolves them in a timely manner
- Manage to the definition of done from feature acceptance criteria and meets business value requirements.
- Identify opportunities for process optimization, process redesign, or development of new processes/policies.
- Research and respond to customer questions in a timely manner.
- Act as the subject-matter expert for solutions owned by the team.

Competencies

- 3+ years' experience with the implementation of SaaS solutions in the areas of product development.
- Bachelor's Degree or relevant experience, with 5+ yrs. related information systems experience.
- Experience with enterprise system implementations and solution architecture for companies with complex business processes.

- Must have the ability to make decisions and recommendations on technology strategies
- Ability to learn quickly in a dynamic environment.
- Impressive presentation, spoken and written communication as well as receptive listening skills, with ability to present complex ideas in a clear, concise fashion to technical and non-technical audiences.
- Excellent team player able to lead and work with virtual and global cross functional teams.
- Ability to juggle multiple projects and tasks. Demonstrated knowledge of project management concepts and techniques required.
- Ability to work with deadlines and in a fast-paced environment.

Requirements

- Experience with Agile/SCRUM techniques.
- Knowledge of Salesforce CRM applications is a prerequisite for the position
- Excellent, creative problem-solving skills.
- Strong knowledge in information technology architecture components, principles, procedures and practices.

General Duties and Responsibilities

- Adhere to the Company's Code of Conduct/Ethics
- Create and maintain effective working relationships with other Company employees
- Ability to multi-task, prioritize, and manage time effectively
- Project a professional and appropriate Company image in all dealings with clients, vendors, business partners and visitors.
- Ensure security of information in all matters pertaining to company, client, and consumer information
- Support the efforts of senior management and sales staff by maintaining business network of contacts as clients change roles and/or companies.