

Position: Product Manager

Location: Boston, MA (remote option)

Job ID: TBD

# of Openings: 1

## **Company Overview**

Are you interested in using technology to make the world a better place? Annkissam is a growing organization providing operational and technology solutions to mission-driven organizations that provide Home and Community-Based Services across the country, with a focus on financial management services (FMS) for self-direction. Our platforms are tailored for FMS providers seeking innovative yet cost-effective ways to provide better service to self-directing individuals, and to maintain a high level of compliance in response to rapidly changing market regulations. Annkissam's core values are quality, honesty and kindness, and we believe that our dedication to these values is why we were named one of the Top Places to Work by the Boston Globe in 2018, 2019, and 2020.

Self-direction is growing, and the COVID pandemic has highlighted its potential. Currently, over 1.25 million individuals choose to direct their own services, with self-direction growing at twice the rate of other Home and Community-Based Services. Annkissam currently has the dominant FMS solution nationwide, and is poised to capitalize on that market opportunity with an innovative, market-leading SaaS-based solution for FMS providers. The recent acquisition of the company in October 2020 by HHAeXchange positions Annkissam for continued rapid growth in a highly attractive industry.

## **Role Profile**

We are looking for a driven and intelligent individual to join our growing Product Management business unit in the role of Product Manager. Opportunity awaits the right individual eager to fulfill our vision and fuel Annkissam's growth through a combination of focus on big picture strategy and seamless tactical execution of roadmaps and release plans through Agile Product Management & Development best practices.

The Product Manager collaborates with external customers, Product Management leadership, Product Development, and Implementation teams to inform and shape our product offerings and support all product planning and development. The Product Manager is responsible for assessing the needs of the market and other stakeholders, analyzing and expressing product requirements, and prioritizing release plans. The Product Manager maintains the product

backlog for their respective product and/or feature set, ensures user stories and acceptance criteria are fully developed, and that business value is being delivered to the product stakeholders. This role will be focused on expanding the capacity of existing Annkissam products to meet new business needs, working closely with other Product Managers to ensure that all critical outcomes are covered in our offerings.

### **Essential Job Functions**

- Be self-accountable for the product's effectiveness in achieving broader strategic business objectives.
- Closely collaborate with stakeholders to support overall product health and performance.
- Execute product strategy and fulfill product roadmap and release plans.
- Optimize the value delivery and throughput of a product R&D team.
- Evaluate customer needs and desires within current markets needed to keep the product competitive and future markets to capitalize on growth opportunities.
- Keep abreast of key federal and state regulatory mandates, contractual requirements and other mandates that need to be factored into Annkissam's offering.
- Gather input from customers and other stakeholders to refine and prioritize items in the product backlog to best achieve product strategy and deliver business value.
- Communicate with customers, 3rd party vendors, and partners consuming and integrating with Annkissam products and services.
- Responsible for the iteration and prioritization of production escalations, enhancements, defects and architectural requests.
- Author and maintain product documentation related to the features, implementation and configuration.
- Prepare and communicate product roadmaps tailored to various audiences as well as status updates on release plans under development.
- Provide subject matter expertise to support Implementation and Support teams with production use and to facilitate warm handoffs of new releases.

### **Required Skills and Experience**

- 2-4 years of experience in Product Management and/or Development, preferably in health IT vendor space with experience in both strategic and tactical capacities, OR strong knowledge of the healthcare industry, specifically home and community-based services and Self-Direction/FMS.
- Ability to be a vocal leader on the Product Management team and be accountable for the offering.

- Excellent verbal and written communication skills with ability to clearly articulate complex technical requirements and develop and deliver customer-facing documents and presentations.
- Ability to build strong relationships with customers and internal team members
- Familiarity with SaaS business model and configuration concepts.
- In-depth understanding of Agile Product Management and Development principles a plus.
- Occasional travel may be required.

### **Benefits**

We offer competitive pay with a flexible and affordable benefits program designed to help you be well, including: medical, dental & vision coverage, vacation & PTO, flexible spending accounts, long term disability insurance, life insurance, and a 401(k) plan.

Annkissam is an Equal Opportunity Employer.