

Senior Product Manager - Financial Systems

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Company: Shift4

Location: United States

Category: other-general

Overview

Shift4 is expanding globally and hiring a key Senior Product Manager (PM) that will contribute to maintaining an easy to use and intuitive experience for internal Financial users within a core functional area. As PM, you will own and iterate the experience roadmap to ensure internal users are fully empowered to provide a superior commerce experience to Shift4 customers. You will be required to independently make decisions and be responsible for implementing solutions by leading a dedicated software development team, and leveraging shared development services. The PM will work in a results-oriented environment that is focused on supporting Shift4 customers, internal user experience, operational efficiency, optimizing focus area business processes being developed around, drive continuous product and process improvement, and plan strategic growth.

Location: Remote in U.S. or Shift4 offices in Center Valley, PA; Tampa, FL; Las Vegas, NV; Morrisville, NC (relocation assistance may be provided)

Overview

Maintain and communicate a clear vision and future looking roadmap of the defined “experience area” (i.e. a core functional area of Shift4) to ensure the workflow provides valuable features and removes or reduces those that are not effective or no longer align with strategic goals.

Collaborate with stakeholders to understand business needs and perform all required efforts to optimize the business processes used in an area, and design, build, and implement

effective, scalable, and adaptable solutions to advance the business.

Maintain accountability of all stages of the software development lifecycle and provide technical leadership and guidance to cross functional teams to ensure timely development and implementation.

Obtain necessary approvals and provide the appropriate level of planning, documentation, and reporting to stakeholders throughout the development lifecycle.

Conduct validation/user testing with stakeholders to assess effectiveness and ensure that delivered solutions meet business needs and improve the user experience.

Serve as an advocate for the business and maintain the ability to listen, advise, and empathize with user experiences.

Conduct analysis of current systems, user interfaces, and business processes to identify areas for improvement that when implemented will result in intuitive systems that encourage individual ownership, reduce training requirements, and easily guide a user through the business processes required to fulfill customer service requests.

Collaborate with fellow Product Managers, Experience Managers & Business Analysts to ensure a cohesive and effective roadmap across all experiences and systems.

Continually research current and emerging technologies and advocate for implementation of best practices.

Participate as a subject matter expert for new initiatives impacting existing systems.

Lead an agile environment for a development team dedicated to support the product manager efforts this may include ensuring alignment to company technical standards are followed, collaborating with tech leads or managers to review technical performance, soliciting peer or customer feedback, and other tasks as required.

Qualifications

5+ years of experience working in enterprise environments with exposure to the following disciplines; product management, business analysis, continuous process improvement, and CRM software development and implementation.

3+ years of experience with payment systems & financial operations

In depth knowledge of product management processes, procedures, and implementation methods to ensure the development lifecycle does not stall and the focus remains on creating and delivering the best possible experience.

Natural curiosity to understand business needs and challenges and the ability to bridge the gap between the business and technology.

Great communication skills and capable of translating technical details into simplified communication methods that are easy for non-technical stakeholders to understand.

Ability to build and leverage collaborative relationships across the organization to aid with solution creation, implementation, and adaptation.

Strong understanding of the Software Development Life Cycle (SDLC) and Agile Methodologies.

Preferred skills (experience that is a plus to have)

Salesforce and Oracle experience are a bonus.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.

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