

PROCEDE SOFTWARE
STAFF POSITION DESCRIPTION

Position Title: Product Management Coordinator

Department: Product Management

Reports To: Director of Product Management & Integrations

Position Purpose

The Product Management Coordinator will provide all requested and assigned support for product management functions in the company, and the department overall, including substantial project management, coordination, and administrative activities. The Product Management Coordinator will also help manage multiple projects and resources simultaneously, including but not limited to planning, prioritization, business analysis, execution, and finalization of projects per deadlines.

Responsible for tracking product development status and the communication of status to all stakeholders, aiding in clearing blocking conditions to keep projects on track, and the management of development tasking, sprints, sprint planning, and daily scrum meetings (SCRUM Master) in MS Team Foundation Server (TFS).

Essential Duties and Responsibilities

Under general direction of the Director of Product Management & Integrations, and in conjunction with the managers of project and product implementations, the Product Management Coordinator will:

- Provide overall coordination and administration support for all tasks related to product management department
- Help Product Management team maintain customer interactions and development schedules, track related deliverables, and obtain and manages all related contact information and documentation
- Perform primary Agile Scrum meetings and Sprint planning and coordination as needed
- Review product requirements documentation, QA documentation, and specifications for completeness during all product development stages
- Coordinate successful gating meetings of ongoing product delivery
- Closely track dependencies of resources and deliverables among teams and communicate status to stakeholders to resolve blocking issues
- Interact with developers to estimate and predict overall time of delivery
- Effectively communicate with management and team members and other internal stakeholders on project progress and ability to meet deadlines
- Assist with determination of best practice design, process improvement, and streamlining of product delivery
- Participate in the execution of product roadmaps
- Gather metrics related to product objectives based on customer impact, process scalability, delivery quality, and engagement efficiency

Other Duties and Responsibilities

- May be called upon to assist or drive the entire lifecycle of assigned projects by defining project objectives, overseeing quality control, acquiring resources, and coordinating the efforts of team members and if necessary third party contractors or consultants to deliver projects according to plan.

- Process improvement planning and implementation for the Product Management department, including finding and developing and building new, more efficient processes and accountability for substantial adherence to these processes and continual improvement of such.
- Consults with management and staff to determine industry needs that Procede Software can address.
- Assists the Director of Product Management & Integrations and the development team to make good technical decisions that impact positively on adjacent systems or provide useful features.
- Interacts with product, marketing, implementation, support, training, and sales department heads to offer opinions, ideas, and solutions to help meet all goals of the company.
- May work with confidential information - requires ability to maintain strict confidentiality. Adheres to all company policies and procedures.
- Maintains dress and conduct in accordance with Procede policies and the duties outlined in this staff position description.

50% - Performs daily:

- Assist with Portfolio Roadmap maintenance under guidance of the Portfolio Manager, Product Management, and Product Marketing.
- Maintains and updates, as needed, all Project Status reports or systems and syncs with Product Roadmap and TFS projected target dates and statuses.
- Documents Requirements and Tasks into Development Task Management Tool – Team Foundation Server, for planning and tracking development efforts.
- Analyzes, documents, and reports on status of ongoing projects, and communicates milestones and blocking issues to all stakeholders in a timely and appropriate manner.
- Develop and deliver progress reports, proposals, requirements documentation and presentations.
- Assists in and participates with resolution of blocking issues to keep projects on schedule.
- Attends and participates in daily scrum meetings reporting on task progress and blocking issues.
- Communicate estimates of timelines and status of all deliverables.
- Work independently or within a designated team on special nonrecurring and ongoing projects as needed
- Writes proposals and reports.
- Set and continually manage project expectations with team members and senior management.
- Identify and manage project dependencies.
- Helps develop best practices and tools for project execution and management.

30%

- Manages expectations of all involved parties, and maintains communication lines and contact information of all involved and continually updates all on projects' status.
- Provides input on prioritization recommendations considering complexity, resource requirements, OEM and customer expectations, Procede Software strategic marketing initiatives, and dealership impact.
- Effectively communicate project expectations to team members and if necessary third party contractors and consultants in a timely and clear fashion.
- Delegate tasks and responsibilities as appropriate to achieve portfolio goals.
- Determine the frequency and content of status reports from the project team to analyze results and troubleshoot problem areas.
- Work in cooperation with product managers to proactively report changes in project scope, identify potential risks and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Build, develop and grow any business relationships vital to the success of the project.

20%

- Travels and consults with all stakeholders as required.
- Leverages advanced technical skills and knowledge and keep those skills and knowledge up to date via ongoing professional development and continuing education.
- Trains staff on how to use software and provides ongoing support to staff.
- Additional responsibilities such as customer training and assistance with implementation of existing or new products may be assigned as needed.
- Complete all other tasks assigned by manager.
- Handle confidential non-routine information.

100% Total

Qualifications

Skills, Knowledge, and Abilities:

- Ability to practice good time management
- Solid quantitative and analytical skills
- Exceptional ability to visually present and communicate data, analysis, and findings
- Excellent organizational and program management skills
- Solid functional knowledge of software development processes
- Familiar with Agile Scrum methodologies and the Scrum Master role
- Project Management Certification is highly desired (PMP or CSM)
- Working knowledge with software products and tools such as Team Foundation Services, MS Project, Glip, Slack, etc.
- Ability to learn, understand, and use other needed software tools and systems
- Competent with or able to become competent with various software programs used by Procede Software
- Experience at working both independently and in a team-oriented, collaborative environment is essential
- Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities
- Reacts to project adjustments and alterations promptly and efficiently
- Ability to elicit cooperation from a wide variety of sources, including management, clients, and other departments
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong written and oral communication skills
- Ability to effectively work with Procede Software management, staff, and clients to achieve results
- Flexible and well organized in approach to work and able to cope with peak periods of activity
- Represents the company accurately and professionally
- Follows company procedures
- Punctuality, reliability, accuracy, and attention to detail
- Working knowledge of Microsoft SQL Server, T-SQL, MS Excel, MS Access, MS.NET, MS Visual Studio, MS Internet Information Services, SSL and HTTPS, PRD and MRD documentation, Team Foundation Services are a plus

Education:

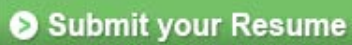
BA/BS degree required, preferably in computer information systems or related fields

Experience:

3+ years direct work experience in a project management capacity, including all aspects of process development and execution.

Physical Requirements:

- Ability to sit at a desk, computer terminal or meeting table for a long period of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects.
- Ability to lift to 20 lbs.
- Ability to use telephone frequently for a long period of time, and to hear and speak clearly by telephone.
- Physically able to participate in training sessions, presentations, and meetings.
- Some travel may be required for meeting with clients, partners, or other stakeholders.
- Must have working vehicle and valid CA driver's license.

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