

POSITION

PRODUCT MANAGER

ABOUT CITY HEALTH WORKS

City Health Works was launched in 2012 to provide health coaching and care coordination to high-risk patients with chronic illnesses. CHW is a pioneer in a growing trend of community care and as such is poised for rapid growth. City Health Works operates in Harlem, NY and is recognized nationally for its impact and potential in redesigning the way healthcare is delivered and paid for. We are building the business case for providing extra support to those who need it most.

City Health Works is a trusted partner to the largest private and public health systems in our region: including the Mount Sinai Health System, Health and Hospital Corporation, City MD, and a network of federally qualified health centers. Primary philanthropic supporters include the Robert Wood Johnson Foundation, Robin Hood Foundation, the Draper Richard Kaplan Foundation, PCORI, and AstraZenica Foundation.

City Health Works has been featured in *NPR*, *the Economist*, *NationSwell*, *the Brookings Institution*, *Washington Post*, *GLG*, *the NY Daily News*, *Huffington Post*, and elsewhere. Read more about our organization and recent press here: <http://cityhealthworks.com>

JOB DESCRIPTION

In this role, you will develop deep knowledge into the operations of City Health Works' health coaching and clinic integrated care management services. You will lead the design of the technology platform that is core to our organization and enables us to transform the experience of our partners and clients. Our technology platform consists of salesforce.com at its core, Qualtrics and other third party products. We serve partners at remote locations and coaches out in the field using mobile devices. The solution powers every aspect of the City Health Works model that has demonstrated the ability to dramatically improve health outcomes and lower the overall cost of care for high needs patients.

- Gather insights from user experiences with technology to inform and drive improvement / redesign efforts.
- Evaluate existing solutions and technologies to be incorporated in our platform.
- Design client use cases and specifications.
- Maintain technology backlog and releases.
- Manage Quality Improvement efforts by collecting input from team, tracking improvement strategies, and keeping team on track in achieving improvement goals.
- Apply understanding of processes, needs and capabilities to design Salesforce/technology workflows and produce Standard Operating Procedures.
- Assist users in making and analyzing reports.

QUALIFICATIONS

- Minimum education: Bachelors Degree
- 1-3 years experience in service operations, technology and product management.
- Excel skills for basic analytics required
- SFDC experience required
- Customer Service experience required
- User Design experience preferred
- Health care experience preferred
- Familiar with Agile methodology, Start-up environment and the ability to work in a quickly changing environment are essential.
- Strong communicator with technologists, business development team, users (Health Coaches, clinicians, operations team).

APPLICATION PROCESS

Send a Resume and Cover Letter with “Product Manager” in the subject line to:
hiring@cityhealthworks.com

Compensation:	Commensurate with experience (\$50,000 - \$60,000)
Benefits:	Very competitive Benefits Package, managed through TriNet. The Company pays 90% of premiums for medical, 90% of premiums for dental and 90% of premiums for vision coverage for employee. In addition, the Company funds 65% of premiums for medical, 60% of premiums for dental and 60% of premiums for vision coverage for spouse, dependent and domestic partner.
Start date:	Sept 2016
Location:	Harlem, NY

Work authorization for employment in the U.S. is required.