

Position Description

Title: Product & Account Manager (Jobversity)
Reports to: Director, Products & Services
FLSA Status: Exempt

About the Organization

Over the years, Upwardly Global has supported thousands of foreign-born skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

About Jobversity

Jobversity is an Upwardly Global initiative which aims to scale our 20+ years of knowledge, expertise, direct service experience, digital tools and resources to the broader ecosystem of immigrant and refugee serving agencies – equipping the field to better address the unique workforce development and inclusion barriers faced by internationally-trained professionals. We provide employment readiness training, tools, and consultation to individuals and providers in the public workforce system who are outside of Upwardly Global's direct service customers and for a fee.

Position Overview

Jobversity at Upwardly Global is seeking a passionate, collaborative, and entrepreneurial professional to join our growing team. This is an opportunity to make an early impact on the shape and strategic trajectory of the organization as Upwardly Global scales its impact through targeted investment in its Jobversity initiative. The strongest candidates will have a background working on cross-functional, multidisciplinary teams that deliver digital products and services in a mission-driven, user-focused environment.

The Jobversity Product & Account Manager is a dynamic role at the junction of account management and product development. In this role, you will support the creation of high quality user experiences and work closely with our internal technology and direct service teams to prototype, develop, and maintain evolving digital tools. We're looking for someone who loves being the glue between technical and program teams. This role also manages outreach, training, and customer service for Jobversity products and technical assistance, equipping the field to better address the unique workforce development and inclusion barriers faced by internationally-trained professionals.

Essential Duties & Responsibilities

1) Key Objectives:

- Facilitate cross-functional collaboration on implementation of the Jobversity strategy, including: communication on critical projects, managing plans, and driving issues to resolution.

- Lead the ongoing evaluation and development of current and future Jobversity products and tools to ensure their effectiveness and sustainability.
 - Prioritize maintaining and implementing a diverse portfolio of Jobversity clients through ongoing identification, cultivation, and customer service support.
- 2) **Ed Tech & Product Development:** support the creation of high quality user experiences, conduct user research, and work closely with our internal technology and direct service teams to prototype, develop, and maintain evolving digital tools.
- Lead cross-functional coordination of new content and product development for Jobversity
 - Facilitate cross-functional communications on critical projects, manage plans, and drive any issues to resolution
 - Serve as Jobversity's liaison to Direct Service partners to address concerns and/or opportunities related to Jobversity tools and products (LMS platform)
 - Serve as Jobversity's liaison to UpGlo IT team, ensuring timely and effective updates to and investments in Jobversity tools
 - Support the ongoing evaluation and development of current and future Jobversity products and tools to ensure their effectiveness and sustainability
 - Ongoing search, evaluation, and benchmarking of potential new tools that would bring value and impact to Jobversity clients and UpGlo's mission
 - Simplify complex and technical concepts and build consensus on priorities leading to product execution and Jobversity client success
- 3) **Account Management:** Responsible for managing accounts for external partners licensing Jobversity's digital products and services. This includes relationship management, customer support, oversight and standardization of business processes, and new business development.
- Act as a strategic thought partner to the Director of Products & Services and other Jobversity team members on the successful development and implementation of Jobversity's business plan
 - Identify and cultivate client relationships aligned to Jobversity's business strategy
 - Delight Jobversity partners through strong customer service orientation, timely responsiveness to support requests, and demonstrated subject matter expertise
 - Conduct face-to-face and virtual meetings including presentations, webinars, and product demonstrations
 - Represent UpGlo at select external events, including panels, presentations and workshops with Jobversity partners; may include domestic and/or international travel as required
 - Manage the daily tracking and reporting of utilization, engagement, and quality across Jobversity accounts
 - Incorporate customer feedback into day-to-day operations and governance process
 - Troubleshoot and provide timely responses to issues raised by clients

About You:

- Bachelor's degree in a related field preferred.
- 3 to 5 years of work experience in technology preferably in Ed Tech & Product Development
- Proven ability to simplify complex and technical concepts and build consensus on priorities leading to product execution with both technical and non-technical audiences
- An entrepreneurial, creative thinker who welcomes ideation and co-creation. Gives and receives direct feedback with heart.
- Use evidence (user research, analytics, and other metrics) to make product decisions; start with "why"
- Must understand the interface of program and technology and be able to make operational recommendations based on technology-enabled solutions
- Strong and demonstrated project management skills required. Ability to effectively and efficiently manage multiple priorities and deadlines is mandatory
- Motivated self-learner with the passion and follow through to acquire new skills
- Strong skills in both internal and external relationship management
- Superior presentation skills with the ability to present to large audiences and key decision making stakeholders in sales situations
- High level of technical fluency; comfort and familiarity with Salesforce strongly preferred; experience with LMS platforms also preferred; technology early adopter required

Work Environment/Physical Requirements

- No heavy lifting required for this role.
- Requires the ability to travel locally and regionally and nationally; travel up to 10%.
- Must be available to occasionally work evening events and to occasionally work weekend sessions.

Interested candidates should send a resume and cover letter with salary expectations to HR@upwardlyglobal.org with Product & Account Manager in the subject line.