ORANGE COUNTY UNITED WAY
JOB DESCRIPTION

Job Title: PRODUCT MANAGER, PRODUCTS AND SOLUTIONS	**Reporting To:** VICE PRESIDENT, ENGINEERING
Department: ENGINEERING	**Position:** Full-time/EXEMPT

Purpose of Position

Orange County United Way runs a social care platform that connects people to housing, food, health care, and benefits. Programs and partner organizations use it to automate their work, track services, and report outcomes for grants and funders. We are hiring a Product Manager to own where the platform goes next.

The Product Manager turns organizational strategy and stakeholder needs into a clear product vision, a prioritized roadmap, and requirements the team can build from.

The most important skill in this role is critical thinking: framing the right problem, asking the questions that expose assumptions, and turning ambiguous needs into clear outcomes. You will work with colleagues across the organization and with AI agents that help build our software. Success is measured by the quality of your judgment and results, not the tools you use.

Key Duties and Responsibilities

- Own the product vision, strategy, and long-term roadmap for our social care platform and related tools.
- Lead discovery with program teams, partner organizations, funders, and engineers to find the real problem behind each request.
- Turn needs into clear product briefs, user stories, and acceptance criteria that engineers and AI agents can act on, and review what comes back.
- Own the backlog: prioritize defects, enhancements, and technical debt, and explain the trade-offs.
- Partner with Engineering and Project Management to plan releases, coordinate dependencies, and support testing.
- Become the expert on how programs use the platform, from intake and referrals to tracking and reporting, and keep documentation and training current.
- Scope new program and grant requirements, map them to existing capabilities, and manage gaps through the roadmap or change requests.
- Define success metrics and report results through dashboards and clear updates to leadership.
- Help staff and partners think problems through and reach decisions they can stand behind.
- Apply responsible AI, privacy, and security practices, and raise concerns early.
- Contribute to pricing, proposals, build-versus-buy analysis, and business cases.

Job Requirements /Technical Knowledge

Required Qualifications

- Bachelor's degree in a related field, or equivalent experience.
- Seven or more years of product management or comparable experience delivering software or data products.
- Ownership of the full product lifecycle, from discovery through launch, adoption, and measurement.
- Strong critical thinking and curiosity: questions assumptions, asks good questions, and turns ambiguous requests into clear decisions.
- Clear communicator and careful listener with technical and non-technical audiences.
- Hands-on experience with agile software development (Scrum or Kanban) and design thinking.
- Experience directing AI assistants or agents, with the judgment to evaluate, correct, or reject their work.
- Working knowledge of APIs, data, integrations, and cloud or SaaS products.
- Experience working with sensitive data, with attention to privacy, security, and accessibility.

Preferred

- Experience in health, human services, nonprofit, or public-sector technology.
- Experience with Salesforce, AWS, or low-code platforms.
- Experience supporting multiple programs or customers on a shared platform.
- MBA, master's degree, or a product, agile, or AI credential.

Compensation

- Commensurate with experience, education, and market, $130,000- $155,000. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Company Standards

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers,

and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org
Orange County United Way
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www.unitedwayoc.org