

Frontstream is seeking a **Product Manager** to join our growing, innovative, SaaS company.

What do we do? We are an established technology company that works with thousands of organizations around the US, Canada, and Australia to provide online fundraising and payments processing applications.

Position Overview

As a Product Manager with Frontstream, you will define and develop the product roadmap and strategy for our payments and distribution side of the business. You will be responsible for the development of overall product strategy, including new product features and functionality to accelerate the growth of FrontStream's product offering. This includes the development of detailed business process and product requirements, including customer use-cases, and are the primary link between FrontStream and its customers, as well as the agile development teams and internal stakeholders.

How you will make an impact.

- Product development is organized around business strategy teams, each including a Product Manager, engineers, QA, etc. and responsible for a collection of products and features.
- Lead product end-to-end, from gathering feedback from existing and prospective customers and their payments/distribution challenges and use this knowledge throughout all you do
- Define and prioritize a product/feature backlog. Develop epic user stories
- Lead agile meetings with engineers, prioritizing what we should build and when, in collaboration with other stakeholders
- Work through market and technical design sessions and iteration planning meetings to build products that are highly used and adopted clients and partners.
- Identify opportunities for standardization and unification of the various product lines and execute on agreed strategies for the same
- Create documents, presentations, articles, training to facilitate adoption and ensure the success of product go-to-market strategies and launch
- Collaborate with the Marketing, Professional Services, Sales and Success leaders to clearly define a product value proposition

What you will bring to the team (Requirements):

- You have worked in the payments space for 3+ years and bring a strong background understanding of gateways, acquirer certifications, and interchange tables
- You have led product end-to-end, from gathering feedback from existing and prospective customers for discovery through to collaborating with cross-functional teams of engineers and designers to strategize and build solutions in the payments space
- You have a technical background, so speaking APIs with the engineering team will be a breeze
- You understand and appreciate metrics, and you let data drive your decisions
- You know what needs to be done and are effective at getting others to help make it happen. Some call this leadership – but on top of that, you are organized, run meetings and manage project effectively and genuinely enjoy working with other people to solve problems (and they enjoy working with you)
- Your ideas command attention, however; you do not believe that you have all the answers going in, therefore; you appreciate getting many minds on a problem
- You are familiar with agile best practices and the pressures of a regular, short release cycle
- You can deliver communications that are clear, concise, and effective and that are at a level appropriate to your audience.
- You are passionate about solving problems for and delighting users
- You are a fast learner who can quickly develop a deep understanding of the market, the product, and the competition

The company is headquartered in Reston, VA with an additional office in Toronto, ON.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.

Interested candidates should submit their resumes to fs-recruiting@frontstream.com.