



## PRODUCT MANAGER JOB DESCRIPTION

**Job Title:** Product Manager

**Onsite/Remote/Hybrid:** Hybrid

**Department:** Product

**Reports to:** CPO

**Apply here:** <https://forms.clickup.com/45035917/f/1ayccd-2580/FNVSG86S7GS5TUX23M>

### **About Kinetik:**

Kinetik is a growing Healthcare Technology Startup based out of Long Island City, NY, and we are reshaping the healthcare transportation industry! We equip health insurances, brokers, and transportation providers with our suite of products and solutions to increase efficiency, transparency, and interoperability.

At Kinetik we strive to grow in a collaborative, inclusive, and innovative environment. We encourage each team member to combine efforts and express curiosity about new possibilities to help millions of underserved patients in the NEMT industry get the care they need.

### **Product at Kinetik**

The healthcare transportation industry is highly fragmented. The coordination of healthcare transportation is an essential yet overlooked component of delivering care to patients. Patients, Transportation Providers, Brokers, and Health Plans all lack the visibility and interoperability they desire to facilitate the care they need. To help provide this care, we need to create an ecosystem of products and services which all of these stakeholders cannot live without.

The product team is the glue that unites all aspects of our product under a single, cohesive vision. We build products to solve our customers' most challenging problems. We partner closely with our sales, marketing, customer success and engineering teams to champion our customers' needs. We innovate quickly and ship products at the right time to best support our growing community of transportation providers, brokers, and healthplans.

We're looking for a product manager to join our team that designs and builds our SaaS Enterprise products.

## **What you'll do:**

- Define and launch products that meet and exceed business objectives.
- Synthesize information received to create clear deliverables that accurately reflect Product value prop and drive the needed development in the suite of products.
- Write well and document existing and new Product processes and change management flows.
- Create epics and user stories that are inclusive of company initiatives and goals.
- Maintain and prioritize roadmap based on changing company and user needs.
- Closely partner with Design and Engineering to execute on sprints and releases.
- Partner with internal and external users to understand where traction is occurring and where iteration is needed.
- Drive execution and prompt decision making influencing cross-functional teams in some instances without formal authority.
- Perform other related duties as assigned.

## **Qualifications and Skills:**

- Proven strategic decision-making; can prioritize and make tough calls in ambiguous situations.
- Results-driven; objective and metrics-oriented, relentless about the pursuit of excellence on behalf of our users.
- Exceptional problem-solving and analytical skills.
- Ability to synthesize large volumes of information and data; bring simplicity and structure to complexity, hypothesis-driven.
- Enjoy the push-pull of passionate debate to get to decisions.

- Superb leadership, active listening, and communication skills (writing, speaking, presenting); influential with a wide variety of stakeholders including team, users, prospects/customers and partners.
- Empathetic and curious about what makes people tick; customer-obsessed, energized by being in the field and talking with users.
- Eye for great design; collaborative partner with design/research and marketing.
- Comfort with data and technology; ability to translate and explain value of technical concepts to the business and vice versa; credibility with engineers and architects.
- Self-directed and confident in a fast-paced startup environment. Calm under pressure.
- Experience in healthcare is a plus.
- Valid work authorization required.

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**What to Expect:**

Must be willing to travel if needed.

Must be able to lift up to 15 pounds at times.

Must be willing to work extended hours if needed.

*Kinetik is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.*