



Position Title: Product Manager with UX Research Focus

Department: Information Systems

Reports to: Director of Information Systems

The Challenge

The Information Systems team at Morris Animal Foundation is responsible for three major products, several smaller technology infrastructure elements, and plans to build a fourth product. The products engage different audiences in different ways across multiple channels including web applications, printed mail, email messages, digital signage, physical kit shipping, text messages and apps. The Product Manager would augment the team as a hub of information for researching and planning new products and enhancements to existing products. They will research the user experience and synthesize those findings into suggestions for product improvements.

About Morris Animal Foundation

Established in 1948, Morris Animal Foundation is dedicated to improving and protecting the health of animals through scientific innovation, education and inspiration. Our investment in research has yielded life-saving vaccines, new treatments for critical diseases, superior screening tests, and advanced diagnostic tools. We respond to emerging animal health threats that endanger entire species and make new discoveries in basic animal biology to support applied research. With every study we fund - more than 2,700 to date - we strive to advance the science of veterinary medicine, honoring the founding principles of Dr. Mark L. Morris Sr. to benefit animals worldwide.

Golden Retriever Lifetime Study

The Golden Retriever Lifetime Study is one of the largest, most comprehensive prospective canine health studies in the United States. The Study's purpose is to identify the nutritional, environmental, lifestyle and genetic risk factors for cancer and other diseases in dogs. Each year, with the help of veterinarians and dog owners, the Foundation collects health, environmental and behavioral data on 3,000+ enrolled golden retrievers.

The Team

The Information Systems team currently includes four software developers and a CTO. The Product Manager would also work closely with external users and internal teams including Development (fundraising), Marketing and Brand Strategy, Accounting, and Scientific Programs.

Within three months, you will:

- Assess current product features, alternative products from other organizations, and user needs.
- Review and adjust existing product backlogs to help define a product vision.
- Lead research and collaboration sessions to gain a shared understanding of products across the foundation.
- Refine and implement metrics for a foundation product.

Within one year, you will:

- Help balance efforts of the Information Systems team across products to ensure stakeholder needs are being met.
- Improve the product satisfaction of stakeholders and users.

Position Requirements:

- Adhere to the Foundation's safety policies and procedures and encourage others to do the same
- Participate in building a culture of accountability, performance and trust
- Promote and adhere to Foundation Core Values: Excellence, Respect, Compassion, Collaboration, Innovation and Determination

Additional Desired Qualifications

Product Strategy and Development (40%)

- Partner with Product Owners to generate an innovative, high-level product strategy as well as the practical project steps and considerations to get there.
- Incorporate UX into modern software development practices (e.g. agile, kanban, etc.), coordinating with a cross-functional team to achieve a strategic vision.
- Collaborate with the development team to ensure a high quality and accessible user experience.

Research and Design (40%)

- Lead all phases of user experience product or service delivery.
- Conduct design research (both generative and evaluative) that is thoughtful, ethical and uses an appropriate method.
- Communicate compelling stories and artifacts drawn from research that illustrate the pros and cons of various options to support collaborative decision making.
- Provide leadership and guidance on topics such as interaction design, service design, content design, system design and information architecture.

Communication and Mentorship (20%)

- Clearly communicate user-centered methods and their value to non-designers.



- Create written materials and visual artifacts that are accessible and help drive alignment within a team.
- Facilitate collaborative decision-making through activities such as workshops that involve people impacted by the project (e.g. end users).
- Share knowledge, techniques, tools, patterns, and expert advice with colleagues, partners and the public.
- Promote empathy not just for members of the public, but also partners across the organization.

Work Experience

- At least five years of experience as a product manager or UX researcher in complex environments; extensive experience with service delivery and customer satisfaction; relevant experience in an IT applications/solutions delivery role.
- Knowledge of leading IT practices and operations in digital product delivery.
- At least three years of experience applying user-centered design and research methodology in complex environments.
- Experience using customer data and user research to drive an organization to become more user-centric.
- Experience working collaboratively with cross-functional teams across the product delivery lifecycle using modern software development practices such as agile or lean.

Function/Technical Knowledge & Skills

- Demonstrates expertise in multiple areas of design (ex. service design, interaction design, user research, visual design, etc.).
- Strong communication and leadership skills.
- Self-motivated and able to effectively manage time and tasks.
- Able to solve complex problems, participate in continuous improvement, and adapt to the ideas of others.

Benefits

Morris Animal Foundation offers competitive pay with ample growth and professional development opportunities for its employees. A full benefits package includes paid employee health, dental, vision, LTD, life insurance and a matched 403b retirement account. Employees are given a lifestyle and fitness reimbursement, work from home equipment reimbursements and paid sick and parental leave. Come be a part of a compassionate and collaborative organization that is bursting with pride for its mission!

Position Specifications: Full-time, exempt position.

Hiring Salary Range: \$97,800 - \$143,000 depending on experience and location.



How to Apply

Please email your resume, cover letter and salary requirements in a Word document or PDF, labeled with your complete name to Greg Knaddison at gknaddison@morrisanimalfoundation.org. Please list "Product Manager" in the subject line of your email. **Incomplete and/or inaccurate applications will not be considered.**