

Product Manager

September 2023



[Housing Navigator Massachusetts, Inc.](#) develops technology that promotes housing equity and data that brings transparency to affordable housing throughout Massachusetts. We are a 501(c)(3) founded in 2019.

Our first-in-Massachusetts product- a simplified, user-focused housing search tool –launched in August 2021. Over 100,000 people accessed the site in the first year. We are constantly enhancing our service, hosting more users (now 30,000+/month), adding listings, and working to improve access to affordable housing at a systemic level. We partner with the public sector, housing owners, housing advocates, and technology leaders. In addition to this role, our team includes 6 FTEs based in Cambridge, MA.

Why This Job Is Important to Housing Navigator MA

We directly serve our community through our digital offerings, starting with the housing search tool. As a Product Manager, you will champion the needs of our users (including renters, property owners and managers, and housing search staff), ensuring that we offer solutions grounded in real people and meaningful problems that we are uniquely positioned to address. You will be the Product Owner for a development team.

Position Summary

You will thrive if you are collaborative, results-oriented, creative, and analytical and want to build something with a positive impact on people's lives. In this role, you will be solving complex problems for our users and ourselves, making good judgment calls about what can be addressed with technology and what requires systems change. Your deep understanding of our different types of users will help identify win-win opportunities as well those that require tradeoffs; regardless, you are comfortable launching MVPs, iterating upon ideas and learning based on the outcomes.

What you'll do

- Deliver meaningful and valuable improvements to our users by working with our software vendor; ensure quality for the new releases we ship every 1-2 weeks
- Define and prioritize product requirements that further our organizational goals by conducting user and market research, data analysis, & other discovery and ideation strategies
- Be curious, persistent, a quick learner, and comfortable with change. We are a small startup that constantly strives to improve ideas and processes; at the same time, we lean into what works well and ideas and solutions have been extensively validated with users
- Build and maintain relationships with partners and communities, such as our property owner adoption team, external vendors, property owners, disability advocates, and policymakers
- Collaborate with the property owner adoption team to improve software and processes over time, including training and go-to-market strategies that ensure successful product and feature launches

Qualifications

- 3+ years experience in product management on cross-functional teams, with a track record managing projects with engineering, design, data, and customer success
- Understanding of user-centered design methods and usability best practices
- Problem-solving, strategic, empathetic, collaborative, curious
- Strong verbal and written communications skills for a variety of audiences, from technical discussions with the development team to high level discussions with leadership and partners
- Strong project management experience and leadership skills with a commitment to enhancing a team culture of inclusion, belonging and equity both internally and for our externally-facing work
- Ability to execute with incomplete information; great product instincts and an ability to create order from divergent needs
- Ability to define a product objective, and logically reverse engineer the path and communications to achieve the objective
- Care as much about the details as you do about the big picture
- A demonstrated ability to manage multiple projects at once

The following would be considered a plus for your candidacy though not required:

- Experience with public interest technology, civic tech, govtech, or other highly-regulated industries
- Familiarity with affordable housing
- Special skills (such as data, marketing / growth, graphic design, multilingual)

Salary range: \$95,000-\$120,000 with benefits. Years of relevant experience and leadership will determine the salary offered.

Start Date: November 2023

We offer a hybrid work environment (two days a week in the office/three remote). You must be able to commute for those two days (currently Monday and Wednesday) to our offices in Kendall Square, Cambridge, MA. This role will additionally require occasional travel within Massachusetts and some in-person work days other than Monday and Wednesday in order to meet with users, attend industry events, and meet with team members.

Housing Navigator MA is committed to a diverse, inclusive environment in housing and its contracting. All qualified applicants will receive consideration without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To apply, email info@housingnavigatorma.org with your resume and additionally let us know why you're excited about the role & what makes you a good fit. Please indicate in the subject line that you're applying for the Product Manager position.