



## **POSITION: Product Success Manager**

**SonarMD // Fully remote but must be based in Chicago, Columbus or Detroit**

### **ABOUT THE COMPANY**

[SonarMD](#) aligns incentives around the doctor-patient relationship to reimagine care for complex chronic diseases, starting in gastroenterology. Using AI technology and human support, we predict clinical deterioration in patients and make it easier for patients and specialists to work together to proactively address problems before they become health emergencies. Our approach is proven to keep people healthier and help health plans reduce costs by 15% per member per year. For more information, visit [SonarMD.com](#).

### **ABOUT THE ROLE**

SonarMD is seeking an experienced professional to join the team, reporting to the Vice President of Product and Market Solutions. This role is responsible for the patient experience from onboarding and enrollment through long-term engagement and participation in holistic lifestyle programs. This person will have traditional product management experience as well as managing the overall user experience including integrations from external vendors.

### **You will be helping us with:**

- Conducts research and develops a good understanding of the customer's needs, new technologies, trends in the market, and competitors.
- Develops requirements documents, functional specifications, and mock-ups to clearly illustrate product ideas and concepts and communicate across stakeholders.
- Develops business plan for products and participates in all phases of the product development lifecycle, including analysis, design, testing, and integration of products as well as the introduction of products to the market.
- Works on cross-functional team to translate customer needs and technology directions into product definitions.
- Leads the management and growth of the partnership eco-system and help build processes for evaluating new potential partners by understanding clinical opportunities and customers' needs.
- Develops construct for measuring partnership success; meet periodically with partners to review specific goals and metrics and facilitate go-to-market processes for both internal and external teams.

- Manages and oversees operational issues of our partnership 2ecosystem on a day-to-day basis, including monitoring KPIs for patient offerings.
- Defines and executes on the vision, strategy, and roadmap for our provider and patient-facing platforms
- Defines KPIs to measure business and operational impacts as well as lead UX/UI oversight and project management.
- Participates in quality assurance testing with releases
- Spearheads complex initiatives with ability to influence without authority. Manage timelines, cross-functional team accountability, and risk identification.

## QUALIFICATIONS

- Proven success in cross-functional roles, with experience building and leading a team
- Deep knowledge in healthcare provider, payer, and physician side
- Patient engagement experience a plus
- 5+ years of experience in startups, consulting, venture capital, technology or similar
- 2+ years of experience with tech systems and understand basic technology infrastructure such as backend services, database relationships, and leveraging database tools such as SQL
- Proven ability to develop and execute detailed project plans
- Ability to bring in and develop a junior team while gaining buy-in to the vision

## ABOUT OUR TECHNOLOGY

- Our patient facing solution includes a secure browser-based platform for direct patient engagement. Our provider facing solution is a desktop and mobile compliant portal for access to patient management. We are not a mobile app; we provide frictionless communications to maintain record level engagement levels.
- Our full stack:
  - Infrastructure: AWS
  - Database: MongoDB
  - Backend: Express Node.js
  - Frontend: React.js

## Apply for this position if you are:

- Mature, patient and great with people
- Intellectually curious
- Resourceful and a “doer”
- Collaborative and described as a “team-player”
- Honest, kind and appreciate others
- Self-directed and “own” everything you do
- A great problem-solver
- Open and reflective

**Do not apply for this position if you:**

- Would feel uncomfortable without a well-defined corporate structure
- Have clear boundaries about where your job starts and stops
- Need policies and procedures to guide your decision-making
- Are accustomed to asking your boss for your next assignment
- Are not comfortable collaborating with co-workers in a virtual environment