Job Description for Manager, Product Operations – CoreTechs®

Job Status: Exempt, Full Time
Reports to: Senior Director, Product

The Company

Gray Matter Analytics is a rapidly growing early-stage company headquartered in Chicago, with offices in New York. Gray Matter Analytics Value-Based Care (VBC) Analytics Solutions provide value in three distinct ways.

- We partner with customers to deliver tailored solutions to optimize value-based care performance through our advisory and implementation services.
- We leverage a catalog of measure calculations and advanced analytic models, together with predictive insights to accelerate value through our business solution accelerators.
- Our solutions are delivered using our cloud-native, highly configurable CoreTechs® engine.

We transform healthcare organizations into data and insights-driven enterprises. We bring the right insights to the right stakeholder at the right time to improve decision making and outcomes, and lower cost, improve quality and enhance VBC performance.

Primary Job Functions

As our first Product Operations Manager at Gray Matter Analytics, you will be responsible for managing the day-to-day work of the team and ensuring strategic alignment with Gray Matter's overall goals. You will lead the team in building and driving the adoption of the cross-functional systems that help Gray Matter run better. You will ensure that the team's time is spent analyzing and improving our technology, processes, and documentation. In addition, you will be responsible for surfacing the insights that the team discovers that potentially impact the usage of our product while optimizing the success of new product releases.

In this role, you will report to the Senior Director of Products, focusing on value delivery and alignment with team and company goals. We're excited to see what you'll contribute to the team's positive, collaborative culture and how you'll learn and grow together on a team with the potential to make an impact in our industry.

Essential Job Functions

- Manage the teams' day-to-day priorities and triage work to members of the team while ensuring that business and team goals are met
- Run daily stand-ups, weekly backlog reviews, and other ritual meetings
- Be a champion of team frameworks and methodologies and ensure team adoption
- Measure the performance of the team and identify blockers with actionable plans

- Track KPIs, benchmarks, expectations and ensure adherence across business lines
- Work closely with the Senior Director of Products and provide regular status reports to ensure team success
- Develop an understanding of all teams within the organization and the underlying systems that drive their work
- Own the management, adoption, and improvement of our tools and processes

Qualifications & Desired Skills
- Minimum of five years of experience in Product Operations or similar role
- Minimum of two years of experience in a Scrum Master role
- Minimum of two years of experience in a team lead or management position
- Excellent client service, verbal and written communication skills
- Comfortable with ambiguity within a hyper-growth, startup environment
- Passion for technology and a desire to use technology to streamline business operations and improve user experience

Gray Matter Analytics is an Equal Opportunity Employer. Gray Matter Analytics does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.