



CLASS TITLE: RECOVERY TEAM PROGRAM MANAGER (PMO PRODUCT MANAGER)

CHARACTERISTICS OF THE CLASS

Under direction from the Recovery Team Program Director and Chief Data Officer for the Mayor's Office, this position oversees the development of critical data platforms for City of Chicago, initially focused on execution of the historic \$2.5 billion Chicago Recovery Plan. This position also serves as a member of or a liaison to the Mayor's Office Project Management (PMO) team.

Chicago is undertaking a wholly new approach to Digital Service product-building. The Product Manager will be faced with the unique challenge of building tools to support data-driven decision making at the City of Chicago. To do so, a successful Product Manager will insightfully catalogue the existing processes and platforms used to manage programs at the City, and then simultaneously lead the selection of new tools and build-out of new and existing tools to improve our data-driven decision-making efforts, including project management and data visualization platforms.

In under two years, the Product Manager will have led the product development efforts for the City of Chicago to be able to effectively manage strategic initiatives internally and powerfully share the impact of those programs with a wide variety of stakeholders, including senior City leaders, elected officials, and Chicago residents.

ESSENTIAL DUTIES

- Oversees the product strategy and development of the Chicago Active Management Platform for Enterprise Reporting (CAMPER) to execute and monitor the Chicago Recovery Plan and other citywide strategic initiatives
- Leads release of new features for existing platforms/processes, including CAMPER, by developing a product roadmap, managing external contractors and engineers and communicating product features to diverse City stakeholders
- Collects feedback and guidance from senior stakeholders across Mayor's Office and City departments and turns those ideas into actionable platform and process improvements
- Oversees development of user training guides and ensures adoption of new reporting tools and processes
- Manages additional aspects of assigned areas to ensure goals and timelines are met
- Oversees the related administrative functions such as budget, project metrics, schedule, and milestones
- Compiles and analyzes data and information and drafts recommendations for executive leadership and stakeholders
- Serves as a member of or a liaison to the Mayor's Office Project Management Office, responsible for assisting with the implementation of strategic planning, operations, communications, compliance, procurement, performance measurement and reporting guidance related to projects funded by the American Rescue Plan and other local and federal funding sources
- Prepares project status, recommendations, and ad hoc reports for executive leadership and stakeholders
- Performs other related duties and fulfills additional responsibilities as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a bachelor's degree in general management, business/public administration, or related field, plus two (2) years of experience working in product management, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanners)

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- prior experience in a B2B setting as a manager of programs, products, customer success, business operations or technology
- program planning and administration
- project management principles

Advanced knowledge of:

- product development lifecycle for low-code/no-code SaaS and other products
- familiarity with project management tools, database platforms, and software development methodologies and practices
- management and supervisory methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ***ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- ***ACTIVE LISTENING** - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ***CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

June 28, 2022