PRODUCT MANAGEMENT INTERN

Posting ID: IN1882449F

Company: Smartcare

Company Website: https://smartcare.com/

Work Location: 4175 Cameron Street Suite A2
Las Vegas, NV 89103

Position Type: Part-Time

Salary: $14/hr

College Major(s): Electrical/Computer Engineering (EE/CpE), Computer Science (CS)

College Level(s): Undergraduate-Junior, Undergraduate-Senior, Graduate Student

OVERVIEW

Smartcare provides cloud based child care management software solutions to child care, daycare, early learning, and after-school centers throughout all 48 continental United States.

This opportunity is ideal for someone interested in learning what it's like to work for an early stage technology company.

The Product Management Intern will report to the Product Manager and provide support to the Product Management Department primarily in three areas:
1. Monitoring customer feedback (from both internal and external stakeholders). 2. Providing status updates on items committed to the Reporting Roadmap
3. Filtering Product Management related questions from internal team members.

Roles and Responsibilities
1. Monitoring, collecting, and documenting requests for new features (from both internal and external stakeholders)
2. Reviewing the Reporting Roadmap and appropriately appending reporting items’ statuses as they move through the Product Management Lifecycle (Idea Validated, Requirements Written, Development Completed, etc.)
3. Being the first line of contact for internal customer service groups (Customer Success Managers and Support Reps) by answering their questions via both Slack messages and Outlook emails
4. Escalating, as appropriate, requests from customer service groups to Product Manager that require deeper technical expertise and/or need to be expedited for development

Education and Qualifications
1. Proficient in Microsoft Excel
2. General familiarity with at least one cloud-based software application
3. Basic understanding of the Product Management lifecycle
Preferred Skills
Experience with ProdPad, JIRA, Slack, and Outlook email

How to Apply
Please send résumés to Mike Mazur at: mmazur@smartcare.com