

25608 Digital Product Manager - St. Louis or Kansas City (Full Time)

Job Category: Grade 09

Location: 8000 Forsyth, St. Louis, Missouri 63105

Job Expectations:
Digital Product Manager - St. Louis or Kansas City (Full Time)

POSITION SUMMARY:

The main purpose of this position is to assist, guide and shape Commerce Bank's digital products & services for the consumer clients across desktop and mobile platforms. In addition, this position will play a key role in: evaluating existing digital product offerings, strategic planning, and performing competitive analysis. This individual will work under minimal supervision with wide latitude for independent judgment. Must be highly-skilled and have: proficient knowledge of Banking business processes, experience with formal Software Development Life Cycle methodologies (e.g. Agile, Waterfall, etc.), and ability to apply critical thinking to solve complex Customer problems through technology and/or process improvement.

ESSENTIAL FUNCTIONS:

- Regularly review, maintain, and comply with Written Supervisory Procedures to ensure products are functioning as designed, accurate information is being presented, system issues are properly reported, and product releases are properly tested prior to a production release.
- Adept in the Digital Channels (e.g., Mobile, Desktop, etc.)
- Key Partner with assigned LOBs (e.g., Retail, Mortgage, Card, Trust, and SBB) to understand high level business goals and relative priorities.
- Knows the key competition inside and out from a digital capabilities perspective by monitoring competitors' digital offerings.
- Determine new features and enhancements to competitively position our digital products.
- Gather client feedback, recommend corrective actions to improve the client experience, and work with internal and external partners to deploy those recommendations to the market for client consumption.
- Manage multiple digital products (e.g., Bill Pay, P2P, Alerts, etc.) while facilitating the development of new features and functionalities.
- Integral team member working closely with IT Product Managers, Project Management Office, and IT Development and/or 3rd party vendors to manage the development timeline for new product development and maintenance projects.
- Key point of contact for IT Product Managers to quickly provide business decisions and own escalation of execution decisions.
- Work with IT resources and 3rd party vendors to reconcile production issues/concerns
- Monitor internal/external feedback of desired enhancements and product deficiencies.
- Ensure project success through thorough user acceptance testing as well as coordinating communication, training and release schedules.
- Work with Marketing to define appropriate and tailored internal and external communication and marketing plans depending on Customer impact, severity, etc.
- Gather key performance indicators (KPIs) to identify trends and recommend corrective action plans as necessary.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Advanced knowledge of product management, business analysis and software development lifecycle
- Advanced verbal and written communication skills, including ability to discuss controversial subjects with all levels and areas of the organization requiring tact and a commitment to finding common ground
- Ability to not only track and compile KPI data, but ability to prepare graphical and narrative explanation of key trends and pertinent information
- Proven ability to drive projects forward and ability to effectively communicate progress and/or barriers to stakeholders
- Ability to successfully collaborate in a matrixed organization across departments and teams
- Excellent organizational skills and attention to detail
- Ability to effectively prioritize workload based on management direction
- Excellent independent reasoning and sound judgment
- Proven ability to manage projects, resources and collaborate with others
- Demonstrated ability to present information and respond to questions from groups of peers and/or management

- Proven ability to contribute ideas and recommendations to strategic initiatives
- Intermediate proficiency with Microsoft Word, Excel, PowerPoint and Outlook.
- Foster company success through a professional appearance, being courteous to customers and all Commerce Bank associates and by having a positive attitude.

MINIMUM EDUCATION & EXPERIENCE:

- 2+ years of Digital Product Development experience leading the development of digital products (retail banking solutions preferred) across all phases of the Software Development Life Cycle required.
- 2+ years of Web and/or Mobile platform/product experience required.
- 1+ year experience managing and coordinating relationships with external business partners, preferred.
- Bachelor's Degree in Business, Finance, MIS, or related field, or equivalent combination of education and experience, required.

Time Type: Full Time

Apply at: <http://www.commercebank.com/careers>

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