



Single Stop USA

Summer 2015: Product Management Intern (Unpaid)

New York, NY

Who We Want:

Single Stop USA ("Single Stop") is seeking a second or third year business student to work part-time during the summer. The Product Management Intern will work closely with and support Single Stop's Product Manager and Technology team. The Product Manager Intern will help on a variety of matters including Creation and Prioritization of technology tasks, Training, Strategy/Planning/Roadmapping, User Testing, Analytics and Reporting. The intern will have the opportunity to make an immediate impact working in environments including our corporate headquarters, our technology consultants and our participating service sites throughout the city in a cutting edge and dynamic anti-poverty organization.

This position offers excellent opportunities to work with Single Stop's network of provider sites, technologists and leading thinkers for social change. Single Stop was recently named in Fast Company's '10 Most Innovative Companies of 2015 in social good.' The position is unpaid but interested candidates may receive academic credit through their schools. The candidate may also be eligible for a transportation stipend. Selection will be based on factors including: academic achievement; applicable school courses; extracurricular activities and previous summer; and/or part-time technology or product internships/employment.

Major Responsibilities:

- Assist Product Manager with day-to-day management of technology backlog, analytics and reporting
- Accompany Single Stop and Technology team-members on site-visits for closed-beta release of new technology product
- Facilitate meetings between internal and external product stakeholders that can include Executives, Participating site personnel, Funders, Development, NY Programs, Legal, Policy and Evaluation teams
- Assist in product design decisions that are informed by testable hypotheses that put the needs of the user first
- Help manage the product release schedule and the onboarding process with new sites
- Create site-onboarding processes and iteratively improve them, including onboarding documents and training videos for use with sites and Single Stop staff
- Help draft, revise and prioritize development stories for the new product
- Assist with other responsibilities related to Single Stop's product and technology department as assigned

Qualifications:

- Ability to work on a team, and to independently establish priorities
- Entrepreneurial, flexible and ability to be self-guided
- Excellent interpersonal, verbal, and written communication skills required
- Ability to understand, explain and “sell” complex technical products and processes
- Ability to work in a fast-paced environment and complete multiple assignments simultaneously
- Analytical, data-driven mindset
- Highly organized and detail-oriented
- Must have computer software skills including Microsoft Word, Excel, PowerPoint and Outlook; exposure or interest in SQL, Tableau or Project Management software a plus

Who We Are:

Single Stop USA is one of the fastest growing and most successful anti-poverty organizations in the nation. Single Stop uniquely combines the power of technology and the ingenuity of community organizations to help low-income families draw down billions of existing tax credits, benefits and services that go unused each year. Founded in 2007, Single Stop and its affiliated sites have already helped nearly 1,000,000 families access over \$3 billion in benefits and services for themselves and their communities. Currently, Single Stop’s national expansion is fueled by its community college initiative. The initiative harnesses two of the country’s most effective anti-poverty tools: coordinated access to America’s safety net and a post-secondary education in pursuit of a dramatic change in economic mobility in the United States. The initiative has won two White House Social Innovation Fund Awards and is rapidly expanding in campuses across the country.

To Apply:

Please send cover letter and resume to jobs@singlestopusa.org with “**Summer Product Management Intern**” in the subject line.

Applications are considered on a rolling basis. Candidates are encouraged to apply early.

Single Stop USA is an equal opportunity employer.