



Job Title: Product Manager, Strategic Initiatives
Based in: Mexico, Colombia, or big cities in LatAm
Reports to: Deputy Director, Strategic Initiatives

Please note that fluency in English and at least 3 years of experience in product management is mandatory for this role.

Interested candidates: Please send your CV and cover letter to careers@tent.org.

About the Tent Partnership for Refugees:

With more and more refugees displaced for longer periods of time, businesses have a critical role to play in helping refugees integrate economically in their new communities. Tent was launched in 2016 by Hamdi Ulukaya, the CEO and founder of Chobani – a multibillion dollar food company in the U.S. – to mobilize global businesses to fill this gap by helping connect refugees to work.

Today, Tent is a network of 400 major companies committed to hiring, training, and mentoring refugees. Find out more at www.tent.org.

About the role:

As a Product Manager at Tent Partnership for Refugees, you'll play a pivotal role in discovering and delivering a scalable solution that helps refugees and other work-authorized migrants get hired by Tent member companies at scale. You will be responsible for partnering with country teams to discover the necessary product to be built, and with low code developers to deliver it. This position sits on Tent's Strategic Initiatives team, which leads innovation, design, and development of a technology-based solution to help refugees get hired at scale.

You will partner with the Low Code Developer (Tech Lead) to deliver a scalable solution that helps refugees and other work-authorized migrants get hired by Tent member companies at scale. Join us to play a key role in the innovation, design and development of intuitive user experiences powered by low/no code platforms such as Airtable, Softr, Make, Twilio and Manychat.

Key Responsibilities:

Product discovery

Partner with Tent country team and low code developers to discover & iterate solutions that help Tent member companies hire refugees at scale.

- Shape the product roadmap based on evidence-based strategic direction, customer discovery, evidence about user behavior, and a strong handle on technical feasibility.
- Solicit, investigate and take action on feedback, bug reports, and reported hiring outcomes from refugees and Tent member companies using our solution.
- Enable, analyze and socialize cross-functional collection of evidence from prototypes, minimum viable product-based pilots and tests. This includes defining processes to update data provided by refugees and Tent member companies, both on and off product.

Product delivery

Partner with low code developers to deliver effective solutions.

- Articulate product roadmap and progress towards goals to Tent leadership and cross-functional stakeholders.



- Translate product roadmap into validated product requirements to create an iterative product backlog that guides development sprints with clear acceptance criteria.
- Prioritize the product backlog based on clearly articulated and evidenced considerations and tradeoffs around user value, impact on goals, and technical feasibility.
- Support product delivery as part of a small and highly collaborative team—including testing prior to release, writing copy, and overseeing freelancer or volunteer support as needed.

Product marketing

Partner with Tent country and communications teams responsible for marketing, pitching and onboarding users to solutions.

- Train and advise colleagues, users, and external partners so they may effectively leverage Tent solutions.
- Constantly improve marketing, pitching and training assets to enhance user experience and engagement.

Essential Skills & Experience:

- At least 6 years of work experience, with at least 3 years of experience in product management or related roles, preferably including proven use of Agile methodology
- Desire to work in a dynamic, entrepreneurial, and results-driven environment
- Strong analytical skills with a knack for quickly synthesizing and deriving actionable insights from both structured and amorphous evidence
- Proven experience managing multi-faceted initiatives at scale and with urgency
- Proven experience balancing multiple projects and shifting priorities, while working against tight deadlines in a dynamic environment
- Excellent communication and relationship building skills, with the ability to collaborate effectively with cross-functional teams and with a broad set of stakeholders
- Detail-oriented with a commitment to maintaining data accuracy and product quality
- Proven ability to ramp up on new content
- Good eye for design
- Fluent in written and verbal English
- Bachelor's degree in a relevant field or equivalent practical experience
- Demonstrated proficiency with Microsoft, Google apps, and project management tools

Desired Skills, Experience & Qualities:

- Comfort in a fast-paced role with a relatively small, ambitious, and growing organization
 - Enthusiasm to receive frequent feedback from hands-on leadership
 - A willingness to roll up your sleeves and tackle new challenges
 - A hard worker willing to go above and beyond to deliver high-quality work
 - Ability to make decisions in a changing environment
 - A direct and open style of communication
 - A strategic operator, with the ability to proactively find opportunities and solve problems
 - An innovative thinker, with a track record of translating thinking into action and outcomes
 - Intellectually curious, with a thirst for learning
 - Fluent in written and verbal Spanish
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Tent is an equal opportunity employer. Tent will not discriminate against any applicant for employment on any basis including, but not limited to: race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital status, predisposing genetic characteristics and genetic information, or any other classification protected by federal, state and local laws. We are dedicated to ensuring that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.