

Purpose

The position of Senior Product Owner for Digital sits within the Digital Product Strategy Team of the Customer Service Experience team. Avangrid is part of Iberdrola, a global energy leader, the number-one producer of wind power, and one of the world's biggest electricity utilities by market capitalization. The group supplies energy to over 100 million people in the countries in which it operates.

The role is responsible for leading development, improvement and management of activities related to digital product development and analysis. With customer centricity a key pillar of our business, we need someone who will effectively manage customer value alongside business value to achieve strong customer satisfaction and increased digital adoption nationally in the USA for the +3M customer base under the Avangrid portfolio.

You'll be working in a team alongside other Product Owners to help achieve the team and company objectives.

You will be taking on a unique position within the team, working over many states as a single voice of alignment and ensuring the Product backlog meets the needs of all of our customers and regulators

You will work in a transforming Agile environment and be a force for further business transformation within the wider teams. This is a hugely exciting time to experience working in a global leading organization.

Responsibilities

- Understand the business and customer requirements of the product set
- Deliver competitive advantage through innovative design
- Identify opportunities and threats for digital propositions based on in-depth knowledge of utility and other sectors, coupled with external market factors.
- Lead the delivery of innovative mobile and/or web projects and enhancements that deliver quality solutions and enhance customer experience
- Deliver excellent customer service and actively promote customer service standards within area of responsibility
- Adapt rapidly and effectively to an increasingly regulated competitive market and to reflect any changes to business objectives.
- Act as a champion for digital innovation
- Ensure accuracy and timeliness of product execution and pricing
- Engage and collaborate with Marketing, Product, CLM, and Customer Care to ensure their requirements are effectively incorporated into the product planning to deliver a valued product for customers while meeting key business objectives.
- Prioritize the product backlog
- Actively engage with the team throughout the entire delivery process and always being available to answer questions
- Working closely with key stakeholders throughout the organization
- Have strong knowledge of Avangrid as a company and its drive and motivations for offering digital first solutions for customers, that promotes sustainability and growth in a growing renewable world.
- Be knowledgeable of smart solutions products such as Mobility, Electricity vehicle, smart home, solar and their purpose along with how to create digital based propositions for consumers in different challenging markets.
- Engage with third party vendors, including managing the relationship with account

managers, and ensuring vendors provide outputs as required.

• Helping to develop key requirements as part of ongoing RFP tenders for additional services that can service your product and the success of your backlog.

• Be able to deliver to a plan, report to key stakeholders and work with scrum masters to help facilitate blocker removals from ongoing sprints.

• Have strong analytical skills to take or find data to help inform key decisions in terms of prioritization and success of product deliveries.

• Other duties and projects as assigned

Skills and Requirements

Education & Experience Required:

• Graduate degree or equivalent in a Technology or Digital discipline with experience within a Digital Retail environment, preferably across a variety (>1) of functions.

• Experience creating strong customer centric propositions and products, and project management.

Education & Experience Preferred:

• MBA or related advanced degree

• Experience working in a global company or matrix reporting organization

Skills/Abilities:

• Excellent written and verbal communication skills. Demonstrable track record of effective communication and negotiation internally and externally.

• Ability to manage a complex set of parallel and overlapping issues, strategic objectives and customer needs (technological, financial, business process and customer behavior) and to synthesize into a clear strategic vision for Digital Engagement.

• Have strong business acumen to shape and inform strategic plans based on value.

• Ability to work across business boundaries.

• Confidence in challenging convention with strong abilities to influence cross-group teams and build executive relationships

• External awareness of the global utilities & other industry to identify opportunities for the Iberdrola group

• Ability to deliver results whilst managing multiple stakeholders and competing demands within a rapidly changing environment

• Ability to stay calm under pressure and to take risk balanced decisions to continually drive Digital innovation

• Proven ability to generate continuous improvement in daily operations

• High degree of numeracy skills, including some statistical knowledge

• A clear understanding of the financial impacts of Digital engagement.

• Extensive experience of digital, with specific focus on Digital Product and delivery in a large corporate environment.

• Establish external partners and cross-industry business links to drive digital innovation e.g.: financial, telecoms, social media

• Requirement to travel within Avangrid operating areas as appropriate.

• Have an existing and expert knowledge of emerging and evolving digital innovations, social media and the 'internet of things'.

• Change leader who is able to drive Digital "Agile" transformation across the Avangrid Group and partners, ranging a variety of cultures and capabilities.

Minimum criteria

- Strategic thinker and ROI delivery focused
- Ability to prioritize and use initiative at appropriate level
- Specialist knowledge in Digital/Web and Customer Services business areas
- Understanding of commercial impact and opportunities of online/self-serve customer service, marketing and sales
- Strong communication and stakeholder management skillset
- Strong business acumen and analytical skills
- Well-developed negotiation/influencing skills
- Awareness of Regulatory environment

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Competencies

- Be a role model
- Be agile
- Collaborate and Share
- Develop Self & Others
- Empower to grow
- Focus to achieve results
- Technical Skills

Mobility Information

Please note that any applicant who is not a citizen of the country of the vacancy will be subject to compliance with the applicable immigration requirements to legally work in that country

Avangrid employees may be assigned a system emergency role and in the event of a system emergency, may be required to work outside of their regular schedule/job duties. This is applicable to employees that will work in Connecticut, Maine, Massachusetts, and New York within AVANGRID Network and Corporate functions. This does not include those that will work for Avangrid Renewables

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AVANGRID's employment practices and policies are geared to hiring a diverse workforce and sustaining an inclusive culture. At AVANGRID we provide fair and equal employment and advancement opportunities for all employees and candidates regardless of race, color, religion, national origin, gender, sexual orientation, age, marital status, disability, protected veteran status or any other status protected by federal, state, or local law. Learn more about equal employment by following this link

If you are an individual with a disability or a disabled veteran who is unable to use our online tool to search for or to apply for jobs, you may request a reasonable accommodation by contacting our Human Resources department at 203-499-2777 or careers@avangrid.com

Nearest Major Market: New Haven

Nearest Secondary Market: Hartford

Job Segment: Sustainability, Energy