

Director of Product Strategy & Policy Alignment

Salary Determined by Employer
RGS Salary Range:
\$11,795.69 - \$16,937.04 Monthly

JOB DESCRIPTION

The Director of Product Strategy & Policy Alignment is a strategic leadership role responsible for helping shape enterprise product direction across the CalSAWS ecosystem by aligning county priorities, policy intent, operational realities, customer experience considerations, and technology capabilities into cohesive and actionable direction.

This role serves as a critical bridge between policy, operations, customer experience, BenefitsCal, counties, and technology delivery teams to help ensure initiatives are clearly defined, strategically aligned, operationally informed, and positioned for successful execution.

The Director leads enterprise product strategy upstream of delivery by helping define the right problems to solve, improving enterprise alignment, and supporting a more integrated and coordinated approach to service delivery across CalSAWS and BenefitsCal.

This position focuses on strategic intake, policy and operational integration, and customer and workforce experience alignment.

The Director reports to the Executive Director and partners closely with Release Management & Delivery Governance, BenefitsCal leadership, CIO/CTO functions, county representatives, vendors, advocates, and external stakeholders.

RESPONSIBILITIES

Enterprise Product Strategy

- Lead strategic product thinking across complex, multi-stakeholder service environments.
- Help shape enterprise product direction by balancing county priorities, policy intent, operational realities, customer experience, workforce needs, and technology capabilities.
- Drive alignment around desired business, operational, and customer outcomes, not just requirements intake.
- Support prioritization discussions through product strategy, tradeoff analysis, and enterprise impact assessment.
- Promote a more holistic and integrated approach to product and service experience across CalSAWS and BenefitsCal.
- Help define clearer pathways from policy intent to user-centered execution.

Strategic Intake & Alignment

- Lead enterprise-level strategic intake activities for proposed initiatives, enhancements, and emerging priorities.
- Partner with counties, policy stakeholders, operational leaders, BenefitsCal leadership, and community representatives to clarify business needs and desired outcomes.
- Ensure initiatives are sufficiently defined, strategically aligned, and operationally informed before entering delivery processes.
- Facilitate cross-functional alignment discussions to identify dependencies, impacts, risks, and implementation considerations early in the lifecycle.
- Support enterprise roadmap development by helping synthesize strategic priorities into actionable direction.

CalSAWS Job Description

Policy & Operational Integration

- Translate complex policy direction into operationally informed product considerations and implementation pathways.
- Ensure county operational realities and customer experience considerations are reflected in solution shaping and prioritization discussions.
- Partner with BenefitsCal leadership and county stakeholders to support alignment across service delivery channels and user experience considerations.
- Promote consistency and coordination across policy, operations, technology, and customer experience perspectives.

Stakeholder Engagement & Facilitation

- Build strong collaborative relationships across counties, state partners, advocates, community-based organizations, vendors, and internal leadership teams.
- Facilitate structured discussions to support strategic alignment, readiness, and informed decision-making.
- Support transparent communication and shared understanding around priorities, tradeoffs, strategic direction, and enterprise impacts.
- Help synthesize diverse stakeholder input into clear and actionable recommendations.

Strategic Planning & Readiness

- Support enterprise strategic planning efforts related to modernization, customer experience, automation, data and analytics, workforce efficiency, and operational transformation initiatives.
- Help establish clearer pathways from idea formation to delivery readiness.
- Identify opportunities to improve enterprise coordination, intake maturity, product alignment, and cross-functional collaboration.
- Promote operational readiness and implementation awareness early in initiative planning.

DESIRED QUALIFICATIONS

- Promote operational readiness and implementation awareness early in initiative planning.
- Senior leadership experience in enterprise product strategy, digital transformation, customer experience, service delivery, integrated eligibility systems, public sector technology, or similarly complex operational environments.
- Strong understanding of policy-to-operations translation within highly regulated environments.
- Experience leading or supporting enterprise product strategy, strategic alignment, service design, customer experience, or digital modernization initiatives.
- Strong ability to synthesize customer, operational, policy, and technology considerations into cohesive product direction.
- Experience facilitating cross-functional alignment across business, policy, operational, customer experience, and technology stakeholders.
- Demonstrated ability to lead through influence in matrixed and highly collaborative environments.
- Strong strategic communication, stakeholder engagement, facilitation, and executive presentation skills.
- Experience working with counties, government agencies, community organizations, or large multi-stakeholder governance environments preferred.
- Familiarity with human-centered design, product strategy, customer experience frameworks, or enterprise service delivery models strongly preferred.

LEADERSHIP PROFILE

- Strategic and operationally grounded
- Product-oriented and outcome-focused
- Collaborative and relationship-oriented

CalSAWS Job Description

- Comfortable navigating ambiguity and complexity
- Skilled at synthesizing diverse perspectives into actionable direction
- Able to balance strategic thinking with practical operational realities
- Capable of building trust across technical, operational, policy, customer experience, and community stakeholders
- Focused on alignment, clarity, customer outcomes, and measurable impact
- Builds product and BA capability across teams
- Coaches teams toward structured discovery, clear problem definition and outcome-based prioritization.
- Establishes repeatable product practices that improve clarity, traceability and delivery readiness.

CORE PHILOSOPHY of the ROLE

This role exists to improve alignment before work enters delivery. By strengthening strategic clarity upstream, the organization can reduce friction downstream, improve enterprise coordination, support more cohesive customer and workforce experiences, and enable more predictable and effective execution across the CalSAWS ecosystem.

MINIMUM QUALIFICATIONS

- A bachelor's degree from an accredited college or university or experience in lieu of;
- Have seven (7) years' progressively responsible, full-time, paid experience in a centralized Information Technology organization, performing information systems analysis and design, application development (five years desired), and at least two (2) years in a managerial assignment;
- Senior leadership experience in product strategy, business analysis, policy-to-technology translation, or large-scale program design (public sector preferred).
- Demonstrated ability to build and govern multi-stakeholder roadmaps and prioritization frameworks.
- Strong capability in requirements development and outcome-based acceptance criteria; comfort operating in governance-heavy, compliance-sensitive environments.
- Excellent facilitation and executive communication skills; ability to surface tradeoffs, drive alignment, and preserve decision integrity.
- A general understanding of the California welfare landscape, including the role counties play in administering and delivering these programs.

IDENTIFICATION:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.

LOCATION:

This is a hybrid role. Applicants need to be in the commutable Greater Sacramento Area.