Product Manager

At Facilisgroup, we are building SaaS solutions for the Promotional Products industry. You will join a newly formed cross-functional team working on a CRM and Order Management product. From product direction, to infrastructure, to user experience, to code – your team will own it all. The features you build will be used by thousands of corporate buyers and consumers around the world in pursuit of the best promotional products available on the market.

As Product Manager you will be responsible for conducting market research, generating product requirements, determining specifications, production timetables and assisting in developing market strategies. You will work closely with user experience and engineering to ensure that work being delivered meets UAC. This position is partly technical in approach.

Reporting to the VP of Product, you will also manage two product owners, and a user experience designer.

You are a good fit if you:

- Have been responsible for taking at least one software product to market
- Have some experience in CRM software products
- Have a strong history as a Product Owner or Product Manager

Responsibilities:

- Determine customers' needs and desires for the product by conducting market research, such as on-going calls/focus groups and visits to customers and prospects
- Work directly with Product Owners and Software Developers to refine the product backlog and ensure that work delivered meets UAC
- Prepare and maintain the product roadmap which defines product enhancements
- Assess the competition by comparing our products to competitors' products
- Become an SME in the product's market and provide vision and leadership to internal R&D efforts
- Work directly with Director of BLUE, Marketing, Support, and Training Teams to coordinate and schedule software releases and launch plans
- Collaborate with Lead Software Architect, Director of Product and VP of Technology to create strategies by which technology will be developed or adapted to meet market needs and leverage opportunities
- Develop and when necessary deliver concise and meaningful presentations for internal and external audiences, including training of sales and support staff, trade shows and/or customer events
- Act as a product champion within the company

Qualifications & Skills:

- Bachelors' degree or equivalent work experience
- Minimum of five years' experience in software Product Management
  - Experience in CRM or promotional products a significant advantage
- Strong working knowledge of SCRUM/agile principles
- Demonstrated success defining, launching, and maintaining products
- Basic knowledge of web development platforms, databases, and infrastructure
- Product Management certification is a bonus
- Project Management certification is a bonus
- Pragmatic Marketing certification is a bonus

Attributes:

- Exemplary people and communication skills
- Work well under pressure and be able to prioritize to meet deadlines and quickly shift priorities as necessary
- Ability to multi-task, work independently, and demonstrate close attention to details
- Ability to communicate with diplomacy and tact, and communicate ideas including responding to resistance and criticism
- Ability to influence cross-functional teams without formal authority
- Team player attitude
- Positive attitude and demonstrated optimism

Equal Opportunity Employer

Facilisgroup is committed to treating everyone with dignity and respect. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

We would like to thank all applicants for their interest, however only candidates under consideration will be contacted.