

The **Product Manager** manages existing products as well as creating and integrating new products and product changes. In this role, the Product Manager conducts margin analysis, industry/market research, and performance measurements to determine product demand, positioning, viability, and profitability. The Product Manager will create formal business cases and product descriptions and work as a facilitator between the various internal organizations to ensure product design, quality and delivery is negotiated, documented, and executed accurately. The Product Manager leads regularly scheduled meetings centered on product performance, profitability and new product development. The Product Manager develops pricing, pricing changes and promotional programs to reach per-determined sales and margin goals.

Essential Duties and Responsibilities include the following:

(Other duties may be assigned).

- Manage product performance: sales, margin, and churn, conducting extensive numerical analysis using company data.
- Identify and present innovative and creative product solutions.
- Project management of all product integration/launches/changes throughout implementation.
- Identify the business and operational requirements based upon the business requirements & objectives of each product.
- Display a high level of critical thinking in cross-functional process analysis and problem resolution
- Coordinate and build strong working relations with various internal organizations including; IT, Engineering, Sales, Marketing, Product Development, & Operations.
- Lead the development, approval, training, and communication of new products and their associated customer, operational, system, & process impacts to the various internal organizations.
- Monitor internal processes for efficiency and validity pre & post product launch.
- Provide support for other departmental projects as needed.
- Participate in opportunities to develop both personally and professionally.
- To meet/exceed and maintain service levels as assigned by management.
- To meet/exceed expected reliability standards.
- Uphold company virtues.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience Requirements:

- Bachelors degree in business, marketing, engineering, science;
- Two to five years marketing/product development experience preferred;
- Two to five years spreadsheet-based numerical analysis;
- Two to five years computer and business application experience (internet, office, etc.); and
- Experience in product development, strategic planning, and implementation preferred.

Knowledge and Skill Requirements:

- Excellent communication skills (verbal and written);
- Advanced spreadsheet and numerical analysis skills: business cases, margin and cash flow analysis;
- Ability to write and deliver training courses and materials;
- Ability to exercise tact and good interpersonal skills;
- Project management skills;
- Group facilitation and time management skills;
- Analytical and problem solving skills;
- Ability to be pro-active with a sense of urgency;
- Be a self-starter, a highly motivated person able to work in a fast paced environment that is continually changing.