

Product Manager, Customer Engagement

To apply for this position, click [here](#)!

Are you an experienced and motivated Product Manager with a passion for launching new products who is seeking to join an innovative software company? If so then read on:

We are looking for experienced Product Manager to join our team in Minneapolis, MN. This is a key position directly responsible for contributing to the success of the organization by leading the efforts to design, develop, and launch new software in the Contact Center market. Your skills and ability to lead the development of a software product and bring that software to market make our strategy a reality! We're looking for an energetic, creative, and motivated self-starter that has a passion for technology, innovation and a beautiful user experience.

WHAT PROBLEMS WILL YOU BE SOLVING?

As Product Manager of our brand new Customer Engagement solution, you will have a rare opportunity to oversee it from inception to market launch. You will provide leadership in the product life-cycle, marketing and development direction of the product offering. You will work directly with Product Marketing and Product Operations teams in defining and executing the go to market strategies and operationalizing internal processes. You will also be responsible for complete business case and management including: hardware/software feature requirements; training plans; detailed profitability analysis; maintenance & serviceability plans; and product introduction plans. You can expect to:

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Ability to lead teams across multiple departments
- Experience with Customer Engagement software is a plus
- Experience with Mobile technologies is a plus
- Experience with Usability Testing is a plus
- Previous contact center experience is a plus
- Previous experience working with Analytics, BI products and/or Customer Engagement products is a big plus
- Experience with Pragmatic Marketing framework is a plus

WHAT IS REQUIRED FOR YOU TO APPLY?

- Bachelor's degree in related discipline or equivalent work experience
- B.S. degree in engineering with an MBA is highly desired
- 10 years' experience, in the computer telephony hardware/software field, or high tech industry with minimum of 5 years in Product Management
- 10 years of experience with 5 years in Product Management
- Experience working with CRM applications including integration experience

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
 - Open communication across the company
 - Ambitious
 - Accountable
 - Customer Success
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Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

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