Product Manager, Customer Engagement

POSITION SUMMARY

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.

WHY CALABRIO?

Imagine a job where you…

- Become a key player in an innovative software company growing at 40% per year
- Work directly with senior management on a regular basis with opportunities to contribute to product management, marketing, sales and product delivery
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Enjoy no-nonsense working environment where you collaborate with colleagues across business units.
- Have tons of room for career growth and opportunity

At Calabrio, this is true for EVERY MEMBER of our company!

WHAT YOU'LL BE DOING

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:

- Lead the product throughout the software development life-cycle, including: product vision and strategy, product roadmap, creation of preliminary design concepts, and partnering with the Product Owner and development team to implement and iterate.
- Identify business and marketing opportunities

- Perform market research and competitive analysis
- Partner with Product Marketing and lead market strategy for new product and enhancements including the developing marketing plans, market size analysis, product positioning, core messaging, pricing, demonstrations and training.
- Develop the sales price list and product introduction
- Be responsible for overall performance of the product in the marketplace
- Partner with the sales organization and assisting with key opportunities

IF YOU HAVE THESE SKILLS, CALABRIO IS LOOKING FOR YOU!

- Bachelor's degree in related discipline or equivalent work experience
- 10 years of experience with 5 years in Product Management
- Experience working with CRM applications including integration experience
- Experience working with commercial B2B SaaS applications
- Experience with Agile/SCRUM techniques
- Working knowledge of SDLC
- Excellent creative problem-solving, analytics and presenting skills are a must
- 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

EXPERIENCE/EDUCATION

- 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

WORKING RELATIONSHIPS

- Participate with Core Technical Team
- Work closely with a senior level engineer or higher
- Work closely with software engineers, group leads and other employees and departments within the company
- Direct work with customer and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

INTERESTED IN THIS OPPORTUNITY?

To apply for this position, click here!

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.