

## Product Manager SaaS Lifecycle

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

We are looking for an experienced Product Manager at our Minneapolis headquarters. As a software company, this is a key position directly responsible for contributing to the success of the organization. Your skills and ability to develop and bring to market new products will help make our strategy a reality! We are looking for an energetic, motivated self-starter that has a passion for technology, innovation and beautiful user experience.

### WHY CALABRIO?

Calabrio is the fastest growing provider of contact center workforce optimization (WFO) and customer engagement software in the industry. Calabrio creates solutions that record, capture and analyze contact center interactions to improve the customer experience and drive top-line business growth. Its solutions tie the flood of data received from call center contacts, transactions, social media posts and devices together to enable companies to make solid predictions and analysis—providing guidance for future growth, improvement, and development.

In 2015, Calabrio was named a “Leader” in the prestigious Gartner Magic Quadrant for Workforce Optimization, moving up from its previous rank as “Visionary” in 2012, 2013 and 2014. According to industry leading analyst Gartner, “Calabrio has moved from the Visionaries quadrant to the Leaders quadrant due to the continued maturation of its suite and strong annual growth.” (Gartner 2015). Calabrio credits its market leadership position to the company’s intense focus on:

- Innovative and scalable products
- Intimate knowledge of channel and the market
- Customer-centric development and deployment
- Award-winning customer support and service
- Dedicated team
- Process that eliminates friction for the customer
- Aggressive platform integration strategy

### RESPONSIBILITIES

As a Product Manager of our new commercial SaaS product you will provide leadership in the product life-cycle, marketing and development direction of the product offering. You 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.

- Work closely with SaaS operations team in streamlining processes of new customer intake, serviceability and manageability
- Work closely with SaaS operations team in definition and execution of efficient proof of concept or demonstration strategies
- Responsible for SaaS go to market strategies and provide input into SaaS operational execution
- Identification of business and market opportunities
- Market research and strategies
- Develop feasibility plans
- Responsible for lifecycle process and procedures across multiple touchpoints
- Create serviceability plans, product Proof of Concept strategies and product demonstration

### **EDUCATION/EXPERIENCE**

- Bachelor's degree in related discipline or equivalent work experience
- 7 years of experience with 3-5 years in Product Management and/or Product Marketing
- Experience working with commercial B2B SaaS applications. Successful experience bringing SaaS products to market is a big plus
- Experience with Agile/SCRUM techniques
- Working knowledge of SDLC
- Able to work comfortably in an evolving environment and convert ambiguity to clarity
- Excellent creative problem-solving, analytics and presenting skills
- Ability to lead teams

### **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 apply to this career opportunity, follow this link:

<https://home.eease.adp.com/recruit/?id=15335131>

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