

Digital Product Manager

Job Description:

The Digital Product Manager will develop and execute the digital strategy for (COMPANY NAME) across customer (internal & external) digital touchpoints. They possess a combination of business and technical skills that will be utilized to drive eCommerce business for (COMPANY NAME). They will work closely with the Ecommerce, Store Operations, Marketing, and IT to drive the program, focused on flawless execution and business requirements, for initiatives that will improve the customer experience as well as profitability for the business. The Digital Product Manager must be extremely data driven, detail-oriented and able to adapt to the dynamic changes in digital. Also, must have excellent project management and time management skills, an aptitude for learning, a passion for digital experiences, and strong communication skills. We are open to remote candidates based in the continental United States for this opportunity.

Essential Duties and Responsibilities:

- Create a world class customer service experience for (COMPANY NAME) through various initiatives that are critical to business growth
- Drive teams to solve for critical customer problems with an MVP-approach in coordination with engineering and design teams
- Partner with IT leaders, Digital, Customer Insights, Business Intelligence, Digital, Retail, Marketing, and other divisions to enable customer outcomes that work for the business
- Manage in all aspects of the development lifecycle, from definition through deployment and support
- Manage relationships across all functions to ensure feature feasibility, collaboration amongst teams, and to identify any potential barriers to launch
- Partner with UX, BA's, Development Team, and Business partners as appropriate to create business requirements, user flows and use cases
- Partner closely with other Product Managers on the team to ensure a seamless experience across channels
- Manage and conduct UAT testing for all digital properties with business partners
- Improve processes to increase throughput of agile team
- Partner with Site analytics team to make data-driven decisions
- Partner with UX partners to conduct usability testing
- Communicate priorities and experience changes to impacted business users

Required Skills:

- Possesses technical acumen and ability to translate to cross-functional partners

- Excellent verbal and written communication skills, with the ability to communicate effectively across organization functions and levels
- Ability to juggle multiple priorities in a fast-paced, dynamic environment, with a strong bias for action; Be self-directed and able to move forward in a somewhat ambiguous environment.
- A proven aptitude for problem solving with the ability to stay calm under pressure
- Strong sense of accountability and ownership for end-to-end product lifecycle
- Energetic and customer-centric; Ability to prioritize and focus while effectively managing multiple and shifting priorities in a fast-paced environment
- Strong reasoning skills and an aptitude for problem solving
- Flexible and positive attitude; proven experience partnering with technical and design teams, clearly articulating business priorities and managing through conflict
- Ability to cooperate in a team environment and build relationships
- Curious and highly analytical, adept at using data to uncover hidden customer needs and deeply understand key business drivers

Qualifications:

- 3-4+ years in Product Owner role
- 5+ years' experience in eCommerce
- Experience working within Agile Methodology
- Retail experience strongly preferred