

JD - Product Manager - Commerce Apps

About Us

The world of retail commerce is changing rapidly. To offer a premium customer experience, retailers and direct to consumer brands face a challenge. They must adapt quickly and efficiently to the ever-changing needs of their customers, both in terms of convenience and experience. But their old systems can't support this new reality. That's why we exist.

Working with some of the leading and well-known brands in the world, we've created a powerful and exciting Order Management platform designed to reinvent how businesses serve their customers' needs efficiently and cost-effectively. We're disrupting the status quo. It's a huge opportunity and we're proud to be at the heart of it.

Globally headquartered in Sydney's Silicon Valley – Surry Hills – we're growing quickly. New opportunities, both nationwide and internationally, are added regularly for those who want them. Are you ready to change the world of commerce? Then join us.

In return for your passion and commitment, you'll get a great salary with bonus and share options and the opportunity to work from home and enjoy flexible working hours. We offer a vibrant office, casual dress code and a fantastic team. If you're looking for a creative, energetic environment where people never forget to have fun and are free to do what they love, then it is the right place for you.

About the Job

As an experienced Product Manager with strong knowledge of commerce, logistics and customer services you will be responsible for the overall strategy and realisation of our suite of commerce apps including Order Management, Global Inventory, Store Fulfilment and Product Availability.

You will be working in an agile delivery environment engaging with multiple product owners and internal cross functional squads of engineers.

This is an extremely fast-paced product management team capable of taking on big challenges and delivering great outcomes. If you have the passion and commitment to continually create the products which will redefine the industry benchmark, then get on board.

About the Candidate

- Genuine interest in global commerce, omni-channel retail, e-commerce and logistics, with good understanding of industry trends and products.
- Prioritises the end-users needs and feedback above all else when developing products.
- Good sense of humour and positive energy is a must.

- One team approach, openness, ability to tackle challenges and communicate as simply and clearly as possible.
- Attention to detail, planning and execution.
- Excellence in time management and facilitation.
- Commercial and business acumen

Minimum Qualifications

- Bachelor's degree in a technical field or equivalent.
- Experience building and technical products.
- Experience driving product vision, creating product roadmaps and delivery products and features from initiative to launch,
- Experience in articulating product value propositions and collaborating on go-to-market strategy
- At least 2+ years of experience working as a product manager of a retail or commerce ecosystem product
- At least 5+ years of experience working as a product owner
- Experience working with cross-functional engineering teams in an agile environment.
- Experience in cloud technologies and SAAS/PAAS products
- Excellent technical and non-technical problem-solving skills.

Preferred Qualifications

- Understanding of API design including knowledge of GraphQL and REST
- Understanding of UX and UI design principles and processes
- Experience in pure play retail and last mile of customer experience
- Good understanding of software integration techniques, architecture and methodology.
- Experience with e-commerce platforms, ERP, WMS or OMS platforms.
- Partner, ISV, Vendor management skills in retail and global commerce.
- Experience with Jira, Confluence, business analysis and planning tools.

Key Responsibilities

- Responsible for articulating and developing product vision, features and roadmaps
- Interact with internal stakeholders and users in order receive feedback on existing functionality and future roadmaps.
- Define key success metrics for key services and products including with business goals
- Promote collaboration across the product team and
- Perform regular competitive analysis
- Work with product owners and the scrum teams to set clear direction and expectations, articulate business requirements and help remove roadblocks.
- Work with product owners to manage backlog, grooming and prioritisation of existing work, including the decomposition of program/portfolio epics/features