1250, boul. René-Lévesque Ouest,
bureau 2200
Montréal, Québec H3B 4W8

T: (514) 315-8660
Toll free: (866) 563-9675
www.radarhh.com

CX Product Manager
CANADA

Overview

We are looking for a Product Manager with a strong agile mindset of creating value to guide our CX software development team to deliver top of the line products. You will work closely with team members from R&D, QA, Marketing and Sales to define the development of new features and continually improve our suite of products throughout their life cycle. You will take the lead in organizing the efforts of a cross-functional team to deliver high quality product enhancements to our growing base of clients. The ideal candidate has prior experience in a similar role; has excellent project management, communication, and interpersonal skills; and is highly resourceful with a can-do attitude.

What You Will Do

- Become an expert in our market – Experience Engagement Market with a focus on customer experience.
- Contribute to the development of the software's new functions and features to support closing new business opportunities.
- You will gather, prioritize, plan, and execute the development schedule for new products, feature requests and requirements, and bug reports.
- As the voice of the customer within the organization, you will communicate frequently with clients and other key points of contact.
- Work in an Agile environment with a cross-functional team of designers, software developers, marketers, QA and more to shape the product and create value for our customers.
- Create user stories and other materials to clearly illustrate the team's efforts and sign-off on the newly delivered functionalities.
- Optimize the value of work carried out by the team by prioritizing the product backlog.
- Coordinate non-technical activities of product delivery (i.e. knowledge transfer for support/training teams, release notes, help documentation, etc.)
- Work with marketing team to create targeted CX content and conduct webinars on variety of CX topics.

Skills & Qualifications

- 3+ years experience in product management or Product Manager roles in an agile environment for the development of web/mobile applications.
- Experience in the CX sector with a proven track record of deploying customer centric initiatives to drive improvement
- Strong analytical skills. Able to understand business requirements, opportunity costs, trade-offs and effectively translate these into documentation.
- You listen. You build consensus by default but can drive hard decisions when needed. You push things forward. People love working with you.
- Strong communication skills. Able to clearly explain and articulate concepts in a concise manner to both technical and non-technical stakeholders.
- Ability to work with global teams, including conference calls in the evening when and as required
- Great fluency in written and spoken English. French is an asset.

WE TRACK
TALENT

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Assets to your Candidacy are

- Experience in customer, product, employee, or brand experience research
- Experience in Market Research
- Experience in survey or feedback systems.
- Experience with Jira
- Experience in Program Design, Customer Journey Mapping, and Insights Analysis

Your Next Steps

Email your resume in **word format** to ctucci@radarhh.com. Please quote **project #107131** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.