



Job Description: R&D (NZ Based)

POSITION TITLE: Product Manager

REPORTS TO: VP Strategy & Product

DATE: April 2018

SCOPE OF THE ROLE

As a Product Manager at EROAD you will be responsible for executing our product vision and roadmap by identifying high value customer problems and working with our agile development teams to create and deliver intuitive solutions. You will manage your product portfolio to meet both EROAD's strategic objectives and our current and future customers' needs.

Product development at EROAD moves through two phases based on agile principles; the learning loop and the build loop. The EROAD Product Manager has a critical role leading cross functional teams through each phase and is responsible for three primary areas:

- *What we build:* The core responsibility is figuring out what we need to build and prioritising when we build it. Product brings the strategic and business context to empower great decisions, so we focus on posing the right questions rather than dictating detailed solutions.
- *How we build it:* EROAD believes in collaborative partnerships where the Product team focuses on outcomes, while Engineering and UX focus on how we get there. Product's main role in execution is to be the voice of the market and to make sure we achieve what we set out to.
- *Communicating with everyone:* Product is a key part of the glue that binds the development process together. Product managers communicate the "who, what, why and when" to the company and work closely with Marketing, Sales and Operations in our Australasian and North American in-market teams to spread the word to our customers.

RESPONSIBILITIES

- Conduct exploratory research to identify high opportunity problems to be solved amongst current and potential customers.
- Forecast commercial outcomes, business value and customer impact in collaboration with the appropriate in-market teams and Finance.
- Work closely with Engineering to define scope and milestones to ensure on-time and in-scope delivery.
- Partner with UX to validate proposed solutions using prototypes and wireframes to reduce risk and ensure market fit.
- Communicate the product roadmap to a broad range of stakeholders (agile development teams, in-market businesses, the executive investment committee, and customers) managing competing priorities and ensuring release readiness
- Support product marketing with value proposition development, internal comms, help and training requirements.
- Analyse product usage trends and user feedback for continuous improvement opportunities.



COMPETENCIES

- Passion for digital products and an appreciation of the importance of a seamless customer experience.
- Strong commercial acumen, including the ability to manage a product as a business to deliver customer impacts.
- Appreciation and understanding of market and technology trends that affect EROAD.
- Ability to work with other teams throughout the organisation to ensure successful delivery of products
- Experience with customer discovery and agile development practices in a SaaS environment.
- Ability to successfully prioritise and scope work to enable the delivery of successful products at EROAD.
- Powerful communication and ability to inspire senior management, internal teams and customers through presentation, written and verbal communication skills.
- Ability to solve problems, get things done and achieve results in a constantly changing environment.

PERSONAL ATTRIBUTES

- Proactive and decisive with strong initiative.
- Business savvy and commercial confidence.
- Collaborative leadership to create influence without direct authority.
- High empathy with resilience and adaptability.
- Excellent communication with high levels of transparency.
- Ability to understand the details without getting lost in the detail.
- Creative problem solving capability.

REQUIRED EXPERIENCE

- Graduate or post graduate degree.
- 3 – 5 years SaaS based / digital product management experience.
- Experience in a high growth environment.
- Solid technical knowledge and experience in an agile environment.
- Ability to demonstrate impact delivered to customers.

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support an agile product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.