

Reports to: Head of Product Development, North America
Prepared Date: November 2015
Location: Victoria, BC

Position Summary

The Senior Product Manager, Digital is responsible for the complete product lifecycle for the small and medium sized business ecosystem platform that complements Beanstream's digital product suite. This includes industry leading eCommerce and card not present solutions globally. You will work with leading payments professionals, technology vendors, merchants, and high profile clients. You will draw from Beanstream's deep expertise in payments technology, business processes and risk management to shape the future of a global payments platform.

Key Accountabilities:

- Own Beanstream's digital product suite from top to bottom, communicating your product vision in light of your deep and current industry and competitor knowledge.
- As voice of the customer, work with merchants, partners, and industry sources to identify market opportunities to innovate and disrupt in the dynamics payments industry.
- Develop and validate new roadmap ideas and business cases for the digital payments ecosystem, and present these concepts for approval to the Executive.
- Ensure that product features align with market requirements across related products and channels.
- Work closely with the Product Owner and Development streams supporting the digital product suite to build and ship a minimum viable product (MVP) in an agile environment.
- Own the launch by bringing together the cross-functional team to identify and action business readiness including Marketing, Sales, Risk, Tech Ops, Finance, and Support.
- Build, communicate, and continuously prioritize the digital product roadmap, aligning with local and global product teams across Beanstream and Bambora.
- Make your mark in the industry with thought leadership representing Beanstream including panels, blogs, media interviews and analyst calls.
- Provide regular status report and presentations to the Executive on assigned products and initiatives.
- Act as the subject matter expert on customer needs and product requirements. Perform market analysis (market research, customer needs assessment and competitive analysis) to develop deep understanding of customers and their needs.
- Product definition: Perform all required quantitative analysis including customer satisfaction, market share, sales trends, pricing and profitability, and win/loss analysis.

- Product Performance: Monitor and report on market performance of products, recommending corrective action where needed.
- Marketing and Sales support: As the product champion, perform internal and customer facing product promotion. This includes working closely with marketing to contribute to, or create, marketing materials and engaging with customer facing organizations to position the product effectively to improve sales effectiveness and drive revenue.

Knowledge, Skills & Abilities:

- Must be a strong team player willing to collaborate with others and take initiative in a fast paced and dynamic environment.
- A history of bringing innovative products to market and owning the launch.
- A strong working knowledge of best in class product management process, lean methodology, and agile development.
- Strong verbal, written, and presentation communication skills to effectively deliver business case presentations, sales training, and requirements artifacts.
- Exceptional organization skills to manage numerous competition priorities and ability to identify urgent and important to keep pace in an agile environment.
- Ability to communicate with executives, senior banking partners, small to medium sized businesses, and technical audiences in the payments ecosystem.
- A history of being customer-focused and absolutely comfortable engaging customers and channel partners as needed to capture and fully define requirements and market opportunities.
- Working knowledge of the payments industry and the end to end value chain is an asset.
- Working knowledge of credit risk and payments risk is an asset.
- A passion for payments, ecommerce and finding the right solution!
- Ability to think outside the box and be highly creative.
- Excellent verbal, written and presentation skills. Demonstrated ability to communicate effectively and persuasively to both technical and non-technical audiences at all levels internally and externally.
- Strong leadership capabilities.
- Demonstrated effectiveness in consensus building, time management, issue escalation, planning, organizing, and project management.

Qualifications:

- 5+ years relevant experience, including knowledge of payments industry
- 2+ years of experience working within a product team or group
- University degree in Business or Computer Science

Email your resume quoting position title to hr@beanstream.com.