Our company is looking to fill the role of senior product management. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior product management

- Build a scalable model for management of day to day Direct Fulfillment operations ensuring we meet or exceed customer expectations
- Aligning the Customer Management product vision with the overall company goals and vision for the Customer Journey Solution
- Leading the definition of the next generation of Customer Management applications by creating a product roadmap that is outcome and business value driven
- Develop and define a requirements development, and product owner process that are aligned with Industry best practices and best of breed tools, to ensure that collaboration
- Assist with development of product requirements, requirements related to product supportability, education and training based on use case and business value definitions
- Define, develop and manage a feature enhancement process that includes reviews and prioritization with key field stakeholders
- Be a champion for a set of products throughout the company, especially within the Customer Journey Solution Group
- Own oversight of the product capabilities and its impact to overall solution integration and infrastructure
- Manage the whole product delivery process from requirements to production to ensure an on-target, high quality, and timely release
- Work with customers, prospects, service delivery teams, support, sales, and

Qualifications for senior product management

- Capability Level Detail/Notes
- Champions the development and delivery of initiatives to deliver outstanding customer service and improve customer advocacy
- Managing Risk Responsibly
- Ensures risk policies and governance frameworks are appropriately implemented in their part of the business
- Communicates changes in policy and governance and reinforces risk processes in the way their team works
- Promotes the use of risk management processes and ideas to enable their team to manage risk ethically across regions and business areas and enable their teams to do business safely