

Job Description

Associate Product Manager

Reports to Vice President of Product Management

3/15/2023

Overview:

The Associate Product Manager (APM) serves as product and project support for the product management team. The APM will be familiar with the product's user experience and help ensure it falls within the desired operation. The APM will execute day-to-day product-related tasks such as assisting product management with new product introduction (NPI) functions for new products, maintaining accurate product SKU details, qualifying new parts and products, reviewing product material and documentation, and supporting implementation efforts into Operations. In addition, the APM will assist Product Management with review and prioritization of outstanding product issues and often communicate directly with engineering leads on those issues.

When executing NPI-related functions, the APM must possess a bias-for-action and the work with development, operations, management teams, and assist in direct customer interaction to ensure successful development and implementation of products.

Primary Responsibilities:

- Serve as a subject matter expert on a range of products providing internal support to the other departments.
- Conduct product-related tasks associated with completing organization's NPI efforts.
- Maintain product (SKU) records via PM database and other downstream applications; coordinate updates (ECOs) to those records as necessary.
- Assist in development of new products and enhancement of existing products.
- Assist in product market research and competitive analysis.
- Periodically assist in gathering direct customer feedback.
- Contribute to the review of product documentation.
- Create and update product issues accordingly in Jira Software.
- Provide internal or external product support when necessary.
- Provide training to employees or customers on product operation when necessary.
- Prepare and/or conduct product demonstrations.

Requirements:

- Associates or Bachelors' degree (preferred)
- Ability to grasp technological principles; advanced technical background preferred
- Knowledge and experience with radio-based products
- Ability to handle multiple assignments at any given time
- Ability to collaborate and lead cross-functional personnel to achieve desired end results
- Possess good problem-solving, communication, and active listening skills
- Knowledge of MS Office applications and ability to operate a computer
- Some out of town, overnight travel is expected (10-15%)
- Able to assess product audio performance, must have sound hearing capabilities
- Able to lift a minimum of 25lbs