MOOSE KNUCKLES

WHAT WE BELIEVE
We believe in inclusion, we believe in self-expression, we believe in no judgement and we believe in individualism.

WHO WE ARE
We are bold, we are tenacious, we are courageous and brave.
We are a cast of characters;
We embrace our differences and we share our likenesses.

Some of What's in it for You!
- New and freshly renovated offices, designed and built to the LEED Silver environmental standard
- Summer Fridays
- Paid Personal Days
- Employee Loyalty Reward Program
- Generous welcome gift
- Company events

About Moose:

We are on the lookout for a dynamic Ecommerce Platform Product Manager, a strategic visionary and executor who will spearhead the development and enhancement of our ecommerce platform.
This role is ideal for someone who not only harbors a passion for crafting seamless online shopping experiences but also brings a rich blend of skills in digital marketing, customer relationship management, and agile project management.
If you are adept at navigating the multifaceted challenges of ecommerce, from ensuring cybersecurity and budget efficiency to upholding sustainability and global compliance standards, your expertise will be instrumental in propelling our business growth. Join our innovative team at Moose Knuckles and play a pivotal role in shaping a superior, data-driven online retail landscape.

In your role as Ecommerce Platform Product Manager at Moose Knuckles, you will take the helm in crafting and implementing a visionary product strategy for our ecommerce platform. Leveraging industry benchmarks and best practices, your mission will be to orchestrate a collaborative effort with diverse, cross-functional teams. Your focus will extend to elevating the platform's capabilities, optimizing user experience, and driving performance enhancements. This role demands a keen eye for digital marketing strategies, a deep understanding of customer relationship management, and agile methodology expertise. You will be instrumental in integrating risk and budget management into the platform's development, ensuring adherence to international ecommerce laws and regulations, and promoting sustainable practices. Your leadership will be pivotal in fostering a data-driven, change-embracing environment, ensuring our platform not only meets but exceeds market demands and user expectations.

Key Responsibilities:

1. **Product Strategy and Roadmap: **
  - Develop and communicate a comprehensive product strategy and roadmap for the ecommerce platform in alignment with business goals.
 - Regularly assess market trends, competitor offerings, and emerging technologies to identify opportunities for innovation.

2. **Cross-Functional Collaboration: **
  - Work closely with engineering, design, marketing, and customer support teams to ensure seamless collaboration and communication throughout the product development lifecycle.
  - Act as a bridge between technical and non-technical stakeholders, translating business requirements into actionable product features.

3. **Feature Development and Prioritization: **
  - Define, prioritize, and manage the product backlog, considering both short-term deliverables and long-term strategic goals.
  - Collaborate with development teams to ensure timely and high-quality implementation of new features and enhancements.

4. **User Experience and Usability: **
  - Champion user-centric design principles, collaborating with UX/UI designers to enhance the overall user experience of the ecommerce platform.
  - Conduct user research, gather feedback, and analyze data to make informed decisions about feature improvements.

5. **Performance Analysis and Optimization: **
  - Utilize analytics and key performance indicators (KPIs) to assess the performance of the ecommerce platform and drive decisions based on the data.
  - Drive continuous improvement initiatives, optimizing features to enhance customer satisfaction, conversion rates, and overall platform efficiency.

6. **Vendor Management: **
  - Evaluate and manage relationships with third-party vendors and partners to enhance the functionality and capabilities of the ecommerce platform.
  - Negotiate contracts and service level agreements to ensure cost-effective and reliable solutions.

Some of the projects you will working on:

Ecommerce Platform Management:
- Oversee the development and management of ecommerce platforms, focusing on Magento.
- Drive platform evolution for enhanced user experience, functionality, and performance.

Search and Product Tools:
Manage and optimize search functionalities to enhance product discoverability.
Collaborate with the development team to implement and improve product management tools.

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GDPR Compliance:
Stay informed about GDPR requirements and ensure adherence to data protection regulations.
Collaborate with legal and compliance teams to implement robust privacy and data protection measures.

Customer Relationship Management (CRM):
Lead the collaboration and implementation of the integration and collation of customer data in accordance with GDPR and different Provicy Laws

This is crucial for managing customer data, understanding customer behavior, and personalizing the shopping experience.

OMS Integrations:
Lead the integration of Order Management Systems (OMS) for streamlined order processing.
Collaborate with It, Supply and DTC teams for seamless OMS integration.

Apparel Retail-Related Technology Solutions:
Evaluate, implement, and manage technology solutions tailored to the apparel retail industry.
Implement Point of Sale (POS) systems, inventory management solutions, size, and fit technology, virtual fitting room technologies, RFID, and barcode solutions.

Return and Exchange Platform Integration:
Integrate a user-friendly Return and Exchange platform within ecommerce platforms.
Implement automated processes for efficient handling of return and exchange requests.

Some of What You'll Need:
- Bachelor's degree in relevant fields.
- 2-4 years of experience in ecommerce product management.
- Experience with Agile Methodology
- Basic budget management skills
- Understanding of digital marketing skills
- Proficiency in SQL, data analysis tools, and APIs.
- Collaboration skills for cross-functional teamwork.
- Understanding of strategic initiatives and objectives.
- Experience with developer-facing products.
- Microsoft Office proficiency.
- Basic e-commerce understanding.
- Knowledge of platform product management pioneers.
- Soft Skills such as leadership, problem-solving, and communication skills
- Familiarity with programming languages is a plus.
- Multilingual/Multicultural Experience
- Minimum 2 years of consumer internet / ecommerce product management experience, preferably during growth-stages of ecommerce business.
- Minimum 2 years of experience in creating scope documents, functional business requirement specifications and use cases.
- Minimum 2 years of experience in user acceptance testing (UAT), usability testing, and A/B testing methodologies.

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- Experience managing a team.
- Knowledge of product strategy and vision to build and effectively foster a data-driven and market-informed product vision and strategy.
- Ability to prioritize and effectively craft project plans based on priorities, setting clear/measurable objectives, and deploying team resources appropriately to achieve business and security goals.

If you are an analytical thinker with a passion for ecommerce and product management, we encourage you to apply for the Ecommerce Platform Product Manager position at Moose Knuckles. Join us in shaping the future of our online retail experience!