

Destiny – Product Manager UCaaS

About the role...

The Product Manager is responsible for managing the flagship portfolio of Destiny, Unified Communications as a Service or UCaaS. The challenge will be to further develop and improve the customer journey related to the UCaaS portfolio in order to better meet customers' needs and to set the vision towards a state-of-the-art cloud-based Unified Communications platform with advanced collaboration features such as chat and video and omnichannel contact center solutions with the ability to integrate with different applications such as CRM, ticketing systems etc. As 'general manager' for the UCaaS portfolio the Product Manager will have control on pricing, offer design, feature development, marketing and partners relationships.

Main tasks for this position are:

Product/portfolio Marketing Management

- Keep up to date with market trends and build a long-term product vision based on customer needs, competitive analysis and overall Destiny strategy;
- Develop value propositions, thereby positioning the different options;
- Define and optimize the customer journey, thereby reviewing existing customer perception, reviewing areas for improvements and making sure the necessary processes and tools are implemented to enhance customer satisfaction.

In-Life Product Management

- Define the business requirements of feature enhancements and follow-up their implementation;
- Handle operational product activities such as pricing updates based on benchmarking;
- Keep Product & Service documentation and marketing materials up to date;
- Follow-up evolutions of the hardware portfolio (fixed phones, DECT, and headsets), thereby interacting with various vendors to keep the portfolio competitive as part of the overall UCaaS solutions
- Follow-up performance (KPIs against actuals) of the portfolio.

Product & Service development

- Perform all necessary analyses as basis for new product/service development (benchmark, market analysis);
- Present results and recommendations (business case) up to- and including final validation;
- Create business requirements and work closely with partners/vendors and internal teams to guide the product development on all dimensions including content, timing, quality...;
- Responsible for GTM readiness, including sales enablement and business development support.

Product & Service expert

- Keep contact with customers to stay up to date with their needs and expectations;
- Be the guru in the field of the UCaaS services from business and high-level technical points of view;

Customer-facing & supplier/partner-facing

- Support the salesforce from a product and services perspective, and present products and services to customers;
- Evangelizing product vision and value propositions to customers and suppliers/partners.

What we're looking for in you...

The ideal candidate has the following profile:

- At least 3-5 of relevant experience in product management or presales within the ICT or telecom sector;
- Strong affinity with technology, very good understanding of telecom technologies;
- Has worked with either Fixed Voice, UC or Mobile (Voice/Data) services;
- Experience in analytical product management methodologies such as business cases, process development...;
- Very good level of Dutch, French and English;
- Excellent knowledge of MS Windows Office suite (Word, Outlook, PowerPoint, Excel).

The successful candidate should be:

- Analytical with helicopter vision to keep an overview on the portfolio and it's positioning;
- Customer focused with care for the customer journey, thereby listening actively to various parties and taking responsibility for customer issues;
- Strong communicator, both oral and written, with presentation and influencing skills (storytelling);
- Interpersonal skills, can develop solid relationships and as team player collaborates well with people from various backgrounds;
- Autonomous, self-motivated, engaged and organized, ready to take ownership, set priorities, work towards deliverables and achieve results;
- Energetic, enthusiast and curious, takes initiatives, identifies opportunities, proposes out-of- the-box solutions and is flexible in quickly adapting to change.

What we're looking for in you...

- A challenging job in a fast-growing company where you can also grow yourself (with plenty of room for training)
- A competitive salary, including an eco-friendly company car with fuel/charging card or an interesting flexible mobility budget.
- Electronic meal vouchers, health insurance.
- Flexible working hours, with the possibility of remote work. Because in digitalization, we should set a good example, right?
- A pleasant working environment in a renewed Dstny house, customized to the wishes of our Destinians.
- A great team of colleagues and wonderful customers.
- A friendly atmosphere with regular fun team-building activities or company events.
- Always fresh soup, fruit, and delicious coffee.

Are you convinced? Don't wait any longer and apply via the form below.

<https://dstny.be/>