

Job Description: Product Manager

Reference number: 2017-12

As a member of the elemental analysis product management team, the product manager is in charge of all Claisse® [consumables](#) (fluxes and labware) as well as standards and drift monitors at the basis of many Malvern Panalytical [application solutions](#). The product manager plays a key role in the company, ensuring the sustainability of product portfolio and advising management on strategic directions.

Based in Quebec City, Canada, he reports to the general manager of the Claisse brand supply center. He also reports to the director of elemental analysis products in Almelo, The Netherlands. This position involves international travelling up to 25% of the time.

Main Tasks and Responsibilities:

- Manage the product roadmap based on input from marketing, applications, sales and service. Advise top management regarding strategic direction according to the business opportunity assessment and value proposition design.
- Develop and lead commercial projects, including business case definition.
- Anticipate customers' needs and consumption patterns.
- Define and coordinate product specifications and beta tests.
- Provide content for marketing and coordinate product launching.
- Provide user requirements specifications and include the VOC in development projects.
- Responsible for the promotion of products in various segments through dialogue with sector management.
- Define the product market pricing/positioning and advise the VP Marketing.
- Analyse the sales department requests regarding prices/products and make recommendations according to the market and internal data.
- Product configurator and checking the validity of incoming orders.
- Provide analysis of marketing and communication team to develop a communication plan related to a specific product.
- Coordinate (with applications and service) content for user Help.
- Develop and manage sales channel training on products.
- Support the sales department and make recommendations to boost the sales according to the market and internal data.

Technical Skills:

- Knowledge in XRF/ICP analysis.
- Expert knowledge in presale.
- Very good knowledge of the consumables market.
- Very good knowledge of chemistry.
- Knowledge in marketing.

- Experience as a host and/or coach to give trainings or in meeting influencers at all levels.
- Experience in customer relationship management (CRM).
- Good knowledge of MS Office including Outlook, PowerPoint, Excel and Word.

Personal Attributes:

- Absolute integrity.
- Capacity to summarize and to analyse data.
- Ability to influence.
- Innovative and strategic thinking.
- Ability to work in collaboration with others.
- Culturally agile, can effectively communicate with customers worldwide.
- Constructively challenge and consider alternative perspectives.
- Determined, motivated and results-oriented.

Requirements:

- Bachelor's degree in chemistry, biochemistry or in any related field
- Be part of *Ordre des chimistes*.
- 10 years of experience in commercial and/or industrial laboratory analysis, management of technical/analytical products or in another relevant field.
- Experience in product management will be considered as an asset.
- Bilingualism (French and English). The knowledge of a third language will be considered as an asset.
- Please note that this position involves travelling outside Canada (25% of the time).

The masculine form used in this text includes both men and women.