



# Product Manager

## Job Description

### Position Profile:

Reporting to the Director of Manufacturing, the Product Manager is responsible for overseeing strategic plans for the successful commercialization of our client's products. The Product Manager will manage the client relationships and own the product's performance, costs and timelines to deliver the complete product experience and ensure client satisfaction. The ability to foster and build relationships, actively listen, solicit critical information and respond to the technical engineering requirements and client feedback is essential to the success of the position. The role will focus on bringing together StarFish with our clients and vendors to ensure timely and successful product launches and production, through to commercialization. The Product Manager will be responsible for motivating diverse, cross functional teams in a creative and collaborative environment.

### Responsibilities:

#### Client relationship management

- Ensure overall client satisfaction by ensuring the customer experience meets or exceeds StarFish standards.
- Establish a deep understanding of client's strategic direction and work to align and support all activities required for our client's success.
- Consistent interaction with clients to clarify their needs and expectations, and to provide regular updates on product timelines, cost trajectories and potential risks or concerns.

#### Work cross-functionally as the manufacturing liaison for product development projects

- Own the Cost Model Strategy for projects and drive the related Project Manager communications with clients.
- Champion the communication and early connection of Manufacturing group services into Product Development projects.
- Liaise with Project Managers and the New Product Implementation team to ensure awareness of Manufacturing resources in early project stages.
- Work Closely with Supply Chain and Product Development to build vendor capabilities.

#### Internal responsibility for ensuring all project related activities are scheduled and completed on time and on budget

- Oversee cost reduction strategies and process development aligned with customers' needs.
- Ensure sustaining and change control activities are quoted accurately and completed on time and on budget.
- Drive manufacturing transfer activities to ensure commercialization milestones are met, utilizing resources from other StarFish departments.
- Ownership and accountability for client key performance metrics, including reviews and future actions to shepherd the product through its full lifecycle.

Other related duties as required.

### **Qualifications and Abilities (Required):**

- 10 Years of experience in Product Management or Project Engineering roles with product responsibility and ownership.
- Degree in Business Management, Engineering or related fields (a diploma with equivalent work experience may be considered).
- Excellent communications skills, both verbal & written.
- Strong planning, relationship building, and negotiation skills, required to create win/win situations for our customers and our company.
- Innovative problem solving skills and proven adaptability.

### **Qualifications and Abilities (Desired):**

- Experience working in a consultancy environment
- Experience working within an ISO environment, and following a Quality Management System.
- Ability to maintain a winning attitude while working under challenging situations.
- Demonstrated ability to balance numerous competing priorities.