3CLogic

We are seeking exceptional, experienced product managers who are driven to beat standards rather than simply meet them, are committed, accountable, customer-centric, and focused on continuous improvement. This role is responsible for the planning and execution of one or more products of 3CLogic Contact Center throughout its lifecycle, including: defining the product vision, developing roadmaps, gathering and prioritizing requirements, and working closely with engineering, sales, marketing, business, and support to ensure business objectives and customer satisfaction goals are met.

Job Responsibilities:

1. Contribute to product strategy and vision for 3CLogic Contact Center Suite of Products, by leveraging customer and market analysis.
2. Write product requirements and user stories for features and enhancements.
3. Review customer & internal feedback, prioritize it, and transform it into clearly defined product requirements.
4. Guide user experience design planning and delivery with the UX team. Be the customer advocate for solution designs.
5. Work closely with developers and QA resources to ensure releases meet -- and exceed -- customer expectations.
6. Coordinate with other product managers across geos to deliver product functionality that set us apart from our competition.
7. Run internal and external beta programs prior to releases to ensure customer success of new functionality. Test and drive issues to closure during the beta period.
8. Be the most knowledgeable person in the company on the product.
9. Help the consulting and sales teams solve problems and discover innovative answers to hard questions.
10. Work closely with other teams to create materials including white papers, help documentation, blog posts, and customer presentations.
11. Collaborate with Marketing and Sales to develop product demos, positioning, value proposition and pricing.
12. Managing internal/external release enablement.

Qualifications/Requirements:

- 6-8 years in Product Management, Engineering or Product Marketing.
- Preferably 3-5 years Contact Center experience.
- Great Presentation skills.
- Skilled in collecting, prioritizing, and responding to input from multiple sources (customers, testers, engineering, competitive products, management, etc.).
- Ability to define scope, and solve problems creatively and practically.
- Excellent communication and people skills: being able to communicate to diverse audiences with confidence, clarity and focus.
- Ability to build trust and supportive working relationships.
- Track record for being detail-oriented with a demonstrated ability to self-motivate and follow-through on projects.
- BE in Engineering and MBA from a reputable institute or equivalent experience.

Work Location: Rockville, Maryland (and Noida, India)