



## Job Description

**Job Title:** Product Manager - PriceStrat

**FLSA Status:** Exempt

**Location:** Manchester, UK

**Prepared By:** Human Resources

**Reports To:** VP Product Management

**Department:** Development

**Date:** Nov. 21, 2011

**Approved By:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Summary: (Open)

### Job Description:

- Develop and own strategic product roadmap which supports the product vision, by conducting market research, gathering customer & prospect feedback, and analyzing competitive intelligence and industry trends.
- Serve as the internal and external evangelist for the product, and exhibit passion for ensuring its ongoing success.
- Manage all lifecycle stages for product from ideation through sunset, with responsibility for ensuring that deliverables are understood and releases are delivered on time.
- Collaborate with customer-facing teams and end users to identify, capture, and prioritize product requirements; organize and chair advisory panels to shape & refine requirements en route to delivering innovative solutions to the broader market.
- Serve as the conduit between the customer community and the technical development teams through which requirements flow.
- Actively participate in end-to-end delivery of software against business requirements.
- Build strong working relationships with marketing, customer support, and sales teams to launch product releases; actively engage in related processes (marketing activities, internal and external training) and development of sales collateral (e.g., case studies, product brochures, white papers, data sheets, user guides).
- Provide strong input into business cases, product plans & positioning, and commercial strategy for product and related components.
- Maintain living product backlog, with robust set of details (e.g., position on roadmap, global & client-specific needs, functional requirements, key dependencies, development progress).
- Proactively communicate roadmap & release updates to internal and external stakeholders.
- Actively share, implement, and build best practices across the Price & Promotions community of practice and various product management teams.

### Essential Duties and Responsibilities:

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### Preferred Skills:

- Ability to foster strong relationships with and liaise between the business units, technology teams and support teams.
- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into functional and operational requirements.
- In-depth understanding of technology.
- Excellent verbal and written communications skills.
- Strong organizational skills.
- Experience with managing clients, stakeholders, and cross-functional teams.
- Hands-on product management and/or business analysis experience for several large-scale global software development projects.
- Deep experience with software development lifecycle, and adept at practicing related methodologies (agile, waterfall).
- Actively played Product Owner role on past projects.
- Comfortable operating in a highly dynamic and at times ambiguous environment.
- Excellent team-oriented and interpersonal skills, including people management, motivation, influencing, and negotiating.
- Thrive in a highly collaborative, cross-functional, large team environment.
- Successfully engage in multiple initiatives simultaneously.

### Desired Skills:

- Intimate familiarity with the retail industry, including a focus on the price & promotions domain.
- Knowledge of dunhumby/KSS capabilities, processes and products.
- Comfortable and credible in dealing with senior executives including C-level.
- QA/Test lead experience.
- Project management experience
- Software development experience
- Commercial model design & product positioning experience
- Strong executive presence and credibility, with a reputation for unquestioned integrity.
- Ability to work in a virtual team environment across global time zones.
- Promotable to greater levels of responsibility.

### Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for

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service and assistance; Meets commitments.

**Interpersonal** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

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**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education/Experience:**

Fifth year college or university program certificate; or three years related experience and/or training; or equivalent combination of education and experience.

### **Language Ability:**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

### **Math Ability:**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in

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standardized situations.

### **Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Word document processing software; Microsoft Excel spreadsheet software; Internet Explorer software; MS Project management software; Microsoft Access database software and Microsoft Outlook contact management systems.

### **Certificates and Licenses:**

No certifications needed

### **Supervisory Responsibilities:**

This job has no supervisory responsibilities.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must occasionally lift and/or move up to 25 pounds.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.

### **The Company:**

KSS Retail, a dunnhumby Company, is the premier global provider of price optimization and shopper insight solutions for the grocery, convenience, chain drug, general and online retail industries. Retailers use KSS Retail software and professional services to better understand their customer's needs, and to deliver more effective pricing, promotions and merchandising decisions. KSS Retail clients consistently achieve improved market share, sales and profit growth, and enhanced competitive positioning. Current clients include 7 Eleven, O'Reilly Auto Parts, BI-LO, Sonae, Raley's, United Supermarkets, dabs.com, ABC Fine Wine and Spirits, and many others. For more information, visit [www.KSSRetail.com](http://www.KSSRetail.com). Contact us: <mailto:Careers@KSSRetail.com>.



**JOB DESCRIPTION  
ACKNOWLEDGEMENT**

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The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other duties, as assigned by their supervisor.

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**ACKNOWLEDGED: Employee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**PRINT: Employee Name**

\_\_\_\_\_  
**Last 4 Digits SSN (Optional)**

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**ACKNOWLEDGED: Supervisor/Manager**

\_\_\_\_\_  
**Date**