JOB DESCRIPTION – PRODUCT MANAGER, OHD, LLLP

JOB NAME: Product Manager

DEPT: Technical Support
REPORTS TO: VP - Sales
GRADE: 13, Exempt

JOB SUMMARY:
Manages the organization’s product lines and technical support including technology research and development and updating of applicable industry and product standards and regulations. Leads projects for product development and product evaluation as required. Represents OHD on regulatory committees as directed. Presents studies and research at industry events. Works with department heads and other members of staff to develop and implement initiatives to meet business goals within budgeted constraints. May supervise technical support staff. May also serve as Company safety officer and/or Corporate Industrial Hygienist.

GENERAL RESPONSIBILITIES:

Product Line Management

1. Develops and maintains strong, in-depth knowledge of the Company’s products and their technologies, including all software and firmware. Has an expert understanding of how all Company products operate and a working knowledge of competitor products.

2. Works closely with Sales, Marketing and Service functions to resolve problems, develop product specifications and project scopes of work, and to identify new developments and opportunities (i.e., new markets, products or applications).

3. Strives to deliver a world-class customer support experience by ensuring the delivery of timely, accurate and complete technical product and applications training and support to customers.

4. Assists sales management by providing technical level training for in-house staff and end-user customers and distributors for the products and applications as required.

5. Manages the development and maintenance of policies and procedures, training manuals, and instructions as they relate to technical training and support.

6. Serves as technical liaison between Company and U.S. and international regulatory bodies and standard setting authorities. Serves on technical committees for industry organizations for the purpose of writing standards and manuals that describe the use of OHD products.

7. Assists VP - Sales in preparing pricing spreadsheets for all products to ensure required profitability and market related pricing. Carries out margin analysis as required.

8. Assists in developing competitive feature, benefit and price analyses, recommending product improvements and new product developments to meet customer needs and market demand.

9. Serves as Project Manager on new product developments as assigned and oversees in-house and field testing of modified or new products as applicable.

10. Proposes and evaluates other products that may potentially be added to the product offering via acquisition, internal development or as a pass-through product.

11. Monitors competitor products and strategies on an ongoing basis and conducts market research as required to ensure that the company Product Lines are competitive and meet the current and expected future needs of customers.

12. Oversees product technical publications and materials and actively participates in technical oversight of advertising, website changes, press releases, price lists, brochure and product manual development and approval.
13. Monitors customer complaints and ensures timely resolution including the identification, implementation, and communication of required preventive and corrective actions.

14. Monitors and evaluates regulatory activities toward possible new product development or new applications of existing products.

15. Attends and participates in trade shows as required.

16. Provides assistance as required to all functional areas of the organization.

Studies & Research

1. Oversees all in-house and third party studies and research for OHD products and technologies.

2. Develops programs and objectives for Industrial Hygiene and other studies and research for OHD products and technologies.

3. Maintains relationships with ABIH accredited Industrial Hygiene schools and faculty as selected.

4. Provides expertise and guidance as required for all in-house and third party studies and research for OHD technologies and products sold through OHD.

5. Writes and presents technical papers, studies and research at conferences and events such as the ISRP, AIHCE, ISO as well as other industry events.

Management and Leadership

1. Approaches job and assignments with a high sense of urgency and commitment and communicates this urgency to others.

2. Holds self personally responsible for meeting commitments and getting results and holds others accountable as well.

3. Promotes a culture of high performance and professionalism in accordance with Company core values.

4. Proactively identifies, solves and avoids problems. Encourages others to do the same without criticizing and threatening.

5. Strives for continuous improvement in all areas of responsibility.

6. Performs all job duties in a timely, accurate and complete fashion.

7. Encourages and works effectively with others in a team approach to accomplish stated objectives.

8. Participates in new product definition and development as member or lead of product development team as assigned. Ensures assigned action items are completed in a timely, accurate and complete fashion.

9. Supervises assigned staff, objectively measures and appraises staff performance, and identifies opportunities for improvement and implements corrective measures as required. Recognizes and rewards superior performance.

10. Oversees Company plant and worker safety programs.

11. Performs all other duties as assigned or directed by the VP - Sales.
QUALIFICATIONS:

SKILLS & KNOWLEDGE:

- Excellent problem solving skills
- Good attention to detail
- Good presentation skills
- Strong administrative skills
- Good working knowledge of PC
- Ability to handle multiple priorities
- Self-reliant and results oriented
- Strong technical understanding of Industrial Hygiene
- Excellent written and verbal communication skills
- Strategic and critical thinking ability
- Good interpersonal skills
- Strong project leader
- Excellent networking skills

EXPERIENCE:

- Bachelors Degree in Industrial Hygiene or equivalent
- CIH certification preferred
- 5 - 10 years experience in Industrial Hygiene product & measurement management
- Studies & Research history preferred

REVISED BY: LDA

DATE: 7/31/2018