



Product Manager - Compass

Montreal - Full-time - 744000139299528

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What You'll Do

The person in this role will work as part of the COMPASS team and will be responsible for a suite of products developed by the team, with the goals of gathering user requirements, providing support, and training users of these products.

Responsibilities:

The primary and typical duties of this position are:

Product Management and Strategic Vision

- Translate the long-term vision of the team and the organization into clear directions and actionable product roadmaps for internal products.
- Define, maintain, and communicate short- and medium-term product roadmaps, ensuring alignment with organizational priorities, team capacity, and the needs of internal users.
- Take responsibility for the products under your purview, including their relevance, consistency, quality, and adoption.
- Prioritize initiatives and features based on business value, user impact, and operational constraints.
- Collaborate closely with engineering to make the necessary trade-offs between scope, quality, timelines, and delivered value.

Governance and Product Quality

- Be responsible for the product structure (backlogs, epics, deliverables, planning cycles).
- Define and enforce product practices and standards to ensure the consistency and quality of deliverables.
- Ensure the clarity and quality of analyses, user requirements, and definitions.
- Determine and maintain product quality standards, and ensure compliance with them throughout the product lifecycle.
- Oversee the creation and updating of product documentation and reference materials.

Collaboration and Contribution to the Product Team

- Work closely with Product Specialists, Business Analysts, Team Leads, and engineering teams.
- Actively contribute to the smooth functioning of the product team by providing support, expertise, and alignment.
- Participate in the continuous improvement of work processes and the maturation of product practices.
- Serve as the product point of contact for the relevant teams.

- Understanding of Internal Users and Stakeholders
- Develop and maintain strong relationships with internal users and key stakeholders, with a constant focus on satisfaction and usability.
- Maintain a thorough understanding of internal users' usage patterns, needs, and challenges.
- Proactively monitor product usage, pain points, and support needs.
- Participate in organizing and facilitating retrospectives and post-mortems to identify opportunities for improvement.

Communication, Adoption, and Training

- Define and implement an internal communication and adoption strategy for the products under your responsibility.
- Ensure clear product positioning to facilitate understanding and adoption.
- Develop and maintain training materials and conduct training sessions as needed.
- Contribute to product advocacy among internal teams.

Other Responsibilities

- Perform any other related tasks pertaining to product management and performance.

What You Bring to the Team

Education:

- A college degree in a relevant field.
- Training, excellent knowledge, or certification in project management or approaches to process optimization and continuous improvement is a plus.

Relevant Experience:

- 5 years of experience in a relevant field.

Skills:

- Demonstrate excellent customer service skills
- Possess strong interpersonal and communication skills
- Be able to speak effectively in front of an audience
- Analytical mindset
- Proficiency in problem-solving
- Creativity and a spirit of innovation
- Organizational and planning skills
- Leadership skills
- Persuasiveness
- Ability to collaborate and provide guidance
- Ability to motivate others
- Ability to manage multiple projects simultaneously

Knowledge:

- Proficiency in English is required for effective communication with our global colleagues and partners who do not speak French.
- Knowledge of the video game industry is a plus
- Knowledge of SCRUM/AGILE is a plus
- Knowledge of video game production is a plus
- Knowledge of software-as-a-service is a plus