

Product Manager Order Management

At Birkenstock, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

To provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity and a positive attitude.

JOB TITLE: Product Manager Order Management

LOCATION: NYC

REPORTS TO: Senior Product Manager Operations

TYPE: Fulltime/Exempt

SALARY: \$100k-\$115k

Note: Relocation and any associated costs are the sole responsibility of the person hired for this position.

OVERVIEW

As a key member of the Americas Digital Operations team, the Product Manager Order Management will contribute to executing Birkenstock's digital strategy across various back-end systems including order management system (OMS), warehouse management system (WMS), payment systems and interfaces to ERP. This role will support the successful roll-out of features that enhance the customer experience and optimize order processing. Collaborating closely with cross-functional teams to ensure applications meet business objectives, the junior product manager will play a vital role in ensuring applications align with business goals, contributing to seamless and efficient user experience.

RESPONSIBILITIES

- Support the rollout of enhancements and new features across the order management systems from initial scoping to end-to-end testing including documentation
- Collaborate with stakeholders and communicate with internal and external teams to track project status
- Active trouble shooting of platform issues to maintain order flow across systems
- Support cross-functional teams (e.g. front-end experience team) in rigorously testing changes to ensure reliable order management flow
- System maintenance such as certificate management, API and system updates
- Supporting the backend team in developing and maintaining the product roadmap aligned with business goals

POSITION REQUIREMENTS/QUALIFICATIONS

- Bachelor's degree in computer science, Engineering, Information Systems, or a related field
- Professional experience
- Demonstrated 3+ years in ecommerce product / order management role performing relevant product management job functions specifically working with OMS, WMS, payment systems, and eCommerce platforms (IBM Sterling knowledge is a plus)
- Strong background in backend systems, integrations, and troubleshooting
- Robust experience with end-to-end testing, including developing test plans, executing tests, and validating results across multiple systems
- Familiarity with payment processing systems (e.g. Adyen, PayPal)
- Experience in gathering and writing requirements for system changes and enhancements
- Familiarity with APIs, data flows, and system integration concepts
- Strong MS office Excel skills and proficiency in other MS office applications
- Specialty Know-how
- Project management skills and proficient in project management tools (e.g., Jira, Confluence)
- Vendor management experience
- Disciplined, structured and conceptual approach
- Strong problem-solving and troubleshooting abilities
- High level of responsibility and accountability
- Ability to work in a fast-paced, dynamic environment with competing priorities
- Highly organized with excellent time management skills
- Comfortable working with cross-functional teams, including developers and business stakeholders

COMPETENCIES:

- High degree of e-commerce understanding and customer-oriented mindset
- Outstanding organizational and problem-solving skills and ability to prioritize
- Critical thinker with attention to detail
- Data-driven mindset with ability to turn data into actionable insights
- Excellent interpersonal and communication skills, both written and verbal

If interested, please send cover letter and resume to kramos@birkenstockusa.com. Subject line should list "Product Manager Order Management."

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