Mercury Product Manager

International

External Description

Company Background

Landmark Global is the international division of bpost, Belgium's national postal service. Bpost employs more than 20,000 people, handles 3.9 billion items per year and delivers to more than five million addresses every day.

For more than a decade, Landmark Global, with its roots in Southern California, has enabled our customers to expand globally. Our business has grown from basic international mail and parcel delivery to full service, end-to-end solutions. This includes proprietary technology and trade consulting, which provide our clients the capability to sell to millions of customers worldwide.

We leverage our extensive parcel distribution expertise and understand the changing supply chain needs and key challenges of our clients. Customers choose Landmark Global when we understand their needs, address their key challenges and save them money. We design, build and implement superior small package distribution solutions with a risk-free implementation approach. Landmark Global encourages our clients to reach their highest potential by providing a customer centric environment through our values of passion, flexibility, responsiveness and accountability.

Position Summary

The Product Manager will play a crucial role in shaping and delivering exceptional experiences for our customers by enhancing our Ecommerce technology. Reporting to the Director of Product Management who owns the overall business strategy, you will be responsible for developing and executing on the growth strategy for the business to expand and innovate Landmark Global's presence in the market.   As a Product Manager on the team, you'll play a pivotal role within the company, driving product creation by working collaboratively with internal and external stakeholders including, but not limited to sales, solutions design, development, industry SMEs, customers and marketing to craft industry-best offerings that will be sold to brands across the globe. You will be a thought-leader bringing the voice of the customer to product innovation. If you are strategic thinker with a passion for driving innovation in Ecommerce technology solutions and have experience accelerating digital transformation in complex organizations, we invite you to join our dynamic team.

Job Description

Core responsibilities will include the following areas:

- Define and enhance the product roadmap by collaborating closely with cross-functional teams including development, solutions design, operations, and commercial stakeholders.

- Conduct thorough market analysis, competitive research, and gather user feedback to inform product strategy and feature prioritization.
- Lead the end-to-end product development lifecycle, from concept to deployment, ensuring timely and high-quality deliverables.
- Collaborate with solutions and development teams to translate complex technical requirements into actionable tasks and drive the execution of projects using Agile methodologies.
- Contribute to the creation of detailed user stories and specifications to guide the development process.
- Collaborate with UI/UX stakeholders to create intuitive and user-friendly interfaces that enhance the overall user experience.
- Create, implement and monitor Key Performance Indicators and/or Objectives and Key Results to proactively address any issues or opportunities.
- Stay up to date with industry trends, emerging Ecommerce technologies and best practices to drive continuous improvement.
- Additional duties, as assigned.

Position Requirements
Requirements/Qualifications include:

- Bachelor's degree in Computer Science, Engineering, Supply Chain Logistics, Product Management, or a related field
- 3-5 years of progressive experience in Ecommerce technology or related product management roles
- Demonstrated experience managing digital product lifecycles end-to-end, from discovery through post-launch iteration, preferably in platforms supporting online shopping, fulfillment, shipping, or cross-border commerce
- Strong understanding of Ecommerce platforms (e.g., Shopify, Magento, BigCommerce), technical integrations (APIs, middleware), and trends shaping the global Ecommerce space
- Proven ability to translate complex customer needs and market insights into clear product requirements and impactful product experiences
- Proficiency in Agile development methodologies and tools
- Exceptional analytical skills with the ability to make data-driven decisions and solve complex problems
- Strong communication and collaboration skills, with the ability to work effectively across cross-functional teams
- Demonstrated ability to lead and inspire teams in a fast-paced and evolving environment
- Strong business acumen and strategic thinking, with the ability to align technical product decisions with business goals

Profile of a Successful Candidate

- Successful product managers in our industry consistently exhibit the following traits:
- Customer Empathy: A deep understanding of Ecommerce merchant and consumer pain points, and the ability to translate these into meaningful product outcomes.
- Business & Technical Acumen: Ability to fluently switch between commercial discussions and technical execution details; balancing platform scalability with speed to market.
- Bias for Action: Moves quickly with data and judgment, embraces MVP thinking, and delivers incremental value without waiting for perfection.

- Structured Thinker: Brings clarity to ambiguity, simplifies complexity, and frames decisions around value, risk, and effort.
- Strong Ownership: Acts like an owner; takes accountability for results, not just activity. Pushes through roadblocks and sees initiatives through.
- Effective Communicator: Can clearly and confidently align cross-functional teams, manage stakeholder expectations, and translate technical plans into business terms.
- Comfort with Change: Thrives in dynamic, high-growth environments and treats change as an opportunity for innovation, not friction.
- Data-Informed Mindset: Uses data to drive prioritization and measure success but balances quantitative insight with customer intuition.

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