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## Product Manager Parcel Lockers & Postal Points

BRUSSELS

### External Description

## Product Manager Parcel Lockers & Postal Points

### Context

bpost is always on the move. As a leading postal operator in Belgium and an international provider of parcels and e-commerce logistics, we create real connections between millions of people, businesses and communities. Our team of +34,000 employees is our greatest asset in this story. Thanks to them, we continue to play a key role in our rapidly changing society. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, with interesting job opportunities and training programs for everyone.

Complementing our network of Postal Offices, the Partner Network consists of postal points and parcel lockers and forms the largest network of collection, deposit and postal services in Belgium.

Within this story, we are looking for a Product Manager capable of leading and/or participating in the various projects affecting the Partner Network department, in particular projects related to IT and logistics tools, as well as training and development of the Partner Network.

### Your Mission

You will work closely with the Partner Network and Retail teams, take responsibility for the efficiency and effectiveness of the internal processes related to the Partner Network. You detect bottlenecks, initiate improvement actions and coordinate the reengineering of these processes. In addition, you usually lead one or more projects (usually projects with a small project team and/or with a short lead time within the same functional domain) in order to make the project run successfully taking into account the strategic and operational objectives of bpost and the constraints in terms of technology, man-days, timing,... .

Ensure the development and availability of training tools for indirect channel networks.

Some examples of the projects you will work on are:

- Open locker network: opening up our network of parcel vending machines to other courier services
- Partner Tool: a tool that puts our postal points / parcel points in contact with central management

### Tasks and responsibilities

Mapping and analyzing problems:

- Perform preliminary study and analysis of the problem by surveying and interviewing the internal customer
- Study and analyze the various processes within the project/product
- Designing processes and validating working methods
- Working out detailed technical specifications and carrying out feasibility studies in this respect

Developing and proposing a project design

- Planning and organising the implementation of all steps within the predefined project
- Identifying problems and obstacles
- Formulating proposals to solve the problems

Determining the project planning and approach:

- Distributing tasks among the various project staff members
- Teaching all project staff the correct working methods and coaching them in performing their tasks

Realising project/product goals, implementing the result and taking care of follow-up:

- Monitoring and supervising the roll-out of the project
- Critically evaluate the result and take corrective actions if necessary

In charge of project management:

- Monitor the quality of project parameters
- Report regularly to management and the project team on the status and progress of the project
- Intervene in critical situations
- Participate in the correct delivery of the project
- Maintaining an overview of all product specifications and working methods

## Your Profile

In your role of Product Manager, you are clearly a dynamic team player who combines a solid expertise with strong interpersonal skills.

We highlight the following assets:

- Master's degree or equivalent through experience
- Solid knowledge of the second national language and a good knowledge of English is required
- Affinity with IT
- Knowledge of Confluence and jira is a plus
- Passion for our services

## Why bpost?

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Like many other companies, we offer, in addition to a monthly salary, a wide range of benefits, including meal vouchers, a company car, hospitalization insurance, group insurance, disability insurance, 20 days' leave and 7 additional statutory leave days, an end-of-year bonus, double holiday pay and many benefits for more than 100 bpost partners.