

Product Specialist

Are you a “product” person? Do you constantly think of how you could improve a software application that you are already using? How could it look better, work better, perform better? If the answer is “yes”, then you might be the right person for this job!

You will become part of the “BEE” (<https://beefree.io>) business unit within [MailUp Group](#). Your role will be understanding customers and leads needs, exploring the market to find market opportunities, and working with the rest of the product team to build a great product roadmap.

Please note that BEE works as a startup within MailUp Group. As such, team members are asked to contribute to the success of the project by performing tasks that at times go beyond their specific job title & description. You are someone that embraces this team-focused, all-hands-on-deck approach.

RESPONSIBILITIES

- Become an expert user of [BEE products and services](#): you will need to know the product inside and out, and thrive to understand how our customers are using it (or not using it).
- Collect, understand, and organize customer feedback and product usage metrics.
- Work with the product team to process the feedback and identify opportunities for product improvement.
- Work with our Product Designers to assist them in ideating solutions and validate them with testing.
- Conduct and document market research, keeping an eye on competitors, but also understanding how applications could interact with our products.
- Interact with the rest of the Product and Marketing Team to assist with tasks such as product documentation and product marketing.

REQUIREMENTS

- Entrepreneurial spirit. You have experience working in StartUps, following side projects, or running your own initiatives.
- Experience in the SaaS software industry.
- Knowledge of the marketing SaaS landscape.
- Experience with customer metrics.
- Experience with customer interviews is a plus.
- Good listener, being able to set personal opinions aside.
- Good communication skills. You love interacting with both customers & team members, in writing or in person.
- Team player. You’ve worked (or played sports) with many teams, and people love working with you.
- Reliable and organized. You are very good at establishing processes to optimize task execution. You enjoy reviewing such processes to further improve them over time.
- You are not afraid to roll up your sleeves and help wherever needed. This could mean replying to a support ticket, reproducing a bug, or creating a knowledge base article.
- Proficiency in English: English is the official language of the BEE business unit in MailUp Group. Most of your writing will be in English.



MAILUP GROUP

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WHAT WE OFFER

- A fast-growing, exciting project with worldwide recognition
- A dynamic team, geographically dispersed (Italy, USA), working with a startup mindset
- Yearly team retreat. In 2018 we went to <http://www.villasparinaresort.it/en>
- Opportunities for professional development
- Latest-generation laptop
- Smart Working
- Competitive salary
- Performance-based financial incentives
- CCNL Commercio

WHERE

- CREMONA, Italy (Smart Working available)

Corsi di Laurea:

- Dipartimento di Meccanica, Matematica e Management
- Dipartimento di Ingegneria Elettrica e dell'Informazione

Per candidarsi:

inviare il proprio cv aggiornato a: **job@mailup.com** entro il 30/09/2019

inserendo in oggetto "Rif. Contatto Ufficio Placement Politecnico di Bari"