



Director, eCommerce Product Management (Remote)

Overview

The Director, eCommerce Product Management will own the roadmap for OfficeDepot.com and be responsible for delivering the site features, functionality, and user experience needed to drive customer engagement, retention, and business results. Accountable for eCommerce demand sales and associated web metrics (conversion, Average Order Value (AOV), bounce, Net Promoter Score (NPS) etc.), this person will lead a team of product management and search engine optimization (SEO) associates while collaborating across the broader organization (User Experience (UX), Technology, Analytics, Marketing, Merchandising, etc.) to deliver business growth in the eCommerce channel.

Reporting to the VP, eCommerce, this role will drive the strategic vision for OfficeDepot.com and the Office Depot mobile application, supporting Ecommerce. Marketing, other cross functional omni-channel and store initiatives. The successful Director, eCommerce Product Management candidate will be a data-driven, customer-focused, results-oriented and collaborative ecommerce expert with deep leadership experience in an omnichannel or digital retail environment.

Primary Responsibilities:

- Oversee and implement the ecommerce product roadmap, from strategic planning to tactical implementation, monitoring product performance and user experience, to drive business growth. Directing the day-to-day management of the Ecommerce Product Management team towards delivering business objectives.
- Partner with User Experience (UX), Ecommerce, Analytics, Technology, and others to understand user needs, evolving market trends, technology innovations, and competitive offerings to identify and develop new digital capabilities that will drive business growth, leveraging research, testing, surveys, data analysis, and existing site capabilities.
- Partner with Marketing, Merchandising, Technology, and others to continuously optimize site SEO capabilities and content to drive organic customer acquisition, engagement, retention, and conversion.
- Partner with User Experience (UX), Ecommerce Operations, Marketing, and Merchandising, and Technology to maximize demand sales through our web and mobile application.
- Partner with Analytics to drive deep understanding of customer ecommerce funnel flow. Analyzing and using metrics to drive ecommerce strategy and roadmap prioritization. Other duties as necessary.

Education and Experience:

- Bachelor's Degree or equivalent experience
- Area of Study: Computer Science, Marketing, Business or related field
- Minimum 8-10 years of experience in related field
- Experience in retail business management, ecommerce, product management, ecommerce user experience, or related experience
- Strong experience with Web Analytics software such as Adobe Analytics, Google analytics, or similar analytics platforms
- Expert level working knowledge of Agile development process

- Strong experience with Adobe Target, Monetate, or similar testing and optimization tools
- Experience with mobile application platforms (iOS, Android) and a history developing strategy for eCommerce or Digital Apps
- Experience with cross-sell/upsell recommendation tools
- Skilled in developing and communicating ecommerce strategies, plans, and business results
- Experience leveraging AI in development and execution of ecommerce product and experience optimization strategies
- Strong business acumen and results-driven mindset
- Deep experience in retail ecommerce with a consumer-facing brand
- Proven history of strong communication and interpersonal skills
- Ability to build strong relationships with cross-functional partners within a diverse organization
- Ability to multi-task and prioritize
- Sound management and administrative abilities

About The ODP Corporation

The ODP Corporation (NASDAQ:ODP) is a leading provider of products and services through an integrated business-to-business (B2B) distribution platform and omnichannel presence, which includes world-class supply chain and distribution operations, dedicated sales professionals, a B2B digital procurement solution, online presence, and a network of Office Depot and OfficeMax retail stores. Through its operating companies Office Depot, LLC; ODP Business Solutions, LLC; Veyer, LLC; and Varis, LLC, The ODP Corporation empowers every business, professional, and consumer to achieve more every day.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by associates assigned to this classification and are not intended to be a complete list of all responsibilities, duties and skills required of associates so classified. Other duties may be assigned.

Pay, Benefits & Work Schedule

The company offers competitive salaries, a benefits package, which includes a 401(k) and more, along with plenty of opportunity to move and grow within our organization! For immediate consideration for this exciting position, please click the Apply Now button.

Equal Employment Opportunity

The company is committed to providing equal employment opportunities in all employment practices. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, citizenship status, marital status, age, disability, protected veteran status, sexual orientation or any other characteristic protected by law. We will consider for employment qualified applicants with arrest and conviction records City & County of San Francisco Fair Chance Ordinance.