

JOB DESCRIPTION

JOB TITLE: Regional Product Manager
DEPARTMENT: Product Development / Technology Operations
LOCATION: Hong Kong / Singapore

essensys is one of the fastest growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has regional headquarters in London, New York City, and Hong Kong. We have customers across 28 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

ABOUT THE ROLE

essensys is expanding rapidly in our Asia Pacific regions with the requirement for a local Product Management presence to not only support our in-region teams with localisation, roadmap and in-depth product knowledge, but also to evangelise our product externally and engage with key customers and partners. Regular two-way collaboration with the broader Product team is therefore essential to ensure that the region's specific requirements are catered for and that consistent messaging around product features, roadmap and pricing are distributed globally.

This is an opportunity to play a critical role in our rapid global expansion as the in-region representative for the Product Team, acting as the Product authority and enabler for our internal teams as well as external customer and partner engagements.

MAIN DUTIES AND RESPONSIBILITIES

- Collaborating with Product Owners on product localisation and customer or regional-specific requirements
- Collaborating with Product Marketing team on localisation of messaging
- Collaborating with Product Commercial Manager on localisation of pricing
- Supporting the in-region team with the latest confirmed product roadmap and demonstration resources
- Supporting the in-region team on any high-priority customer product escalations
- Requirements gathering from existing customers and prospects
- Identifying and onboarding local integration partners where required
- Supporting in-region user acceptance and go-to-market activity in conjunction with Product team
- Regular interaction and planning with CPTO and other Product Owners in relation to feature requests and roadmap
- Supporting in-region customer and partner engagement activities

KNOWLEDGE AND EXPERIENCE

- 3yrs+ experience within a SaaS product management role
- Experience collaborating on localisation of product messaging and pricing
- Experience communicating and managing roadmaps with customers and partners
- Familiarity with networking and/or proptech terminology
- Experience working with enterprise integrations including CRM and BI/reporting
- A good understanding of agile software development processes
- Excellent communication and presentation skills – both written and verbal in English
- Excellent customer relationship skills
- KPI driven & commercially focused

APTITUDE AND PERSONAL QUALITIES

- Interest in Real Estate, Proptech and SaaS.
- Detail oriented and analytical.
- An entrepreneurial spirit, including a relentless work ethic and high degree of self-motivation.
- Ability to excel in a fast-paced, scale-up, hands-on environment.
- Strong communicator and a team player.
- Commercial mindset with creative problem-solving skills.