



Associate Product Manager, E-Commerce Operations

Austin, Texas

Job Description

Undercover Tourist is seeking an experienced, e-commerce manager to support our mature, yet fast-growing online retail travel business. This individual should have experience with content management systems and strong data entry skills. You will be a significant contributor to our e-commerce website through the management of day-to-day operational activities for top selling products. You will use your keen attention to detail to ensure our product management is frictionless. Your communication skills will allow you to build meaningful relationships with internal teams and collaborate on operational updates. Your leadership skills will position you as the go-to trusted resource for all product questions, while ensuring accuracy, speed and thoroughness in each product launch.

The right candidate should be willing and able to manage multiple projects/priorities at once. This role will include onboarding and set-up of new vendor products, ongoing maintenance of current products, including pricing, entitlement and expiration updates, along with other day-to-day responsibilities to keep our e-commerce products current and accurate. This role will also participate in creation of scalable processes to ensure best practices in the management of all vendor data.

This individual will interact with the Marketing, Engineering and Customer Service teams as needed, working collaboratively to ensure efficient onboarding, maintenance and expansion of site products. This role will also interact with external vendor partners. Therefore, effective communication skills and professionalism are essential.

This position is based in our Austin, TX headquarters, affectionately referred to as the “Frog Pond”.

Roles & Responsibilities

60% Operational & Product Management

- Accurately enter new product details into proprietary content management system (Django Admin). Quality control all product information.
- Input pricing/rates for new products and manage pricing updates to existing products; monitor rate parity/competitiveness.
- Create vendor information spreadsheets
- Participate in technical review and summary of how product(s) will be “delivered” to/from vendor (API, direct connect, e-ticket, voucher)
- Coordinate with Marketing/Content teams to ensure product descriptions, images, videos and any other product information is accurately added and maintained on the website.
- Communicate new vendor launches to internal colleagues – including Customer Service FAQ’s



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- Monitor and own Operations email In-box – a place where vendors can send operational questions and requests
- Ensure documentation is effectively used and monitored for any product/system issues or enhancements

20% Sales & Marketing Support

- Work closely with Marketing team to ensure product information and positioning is consistent across site and all Marketing materials
- Report on vendor sales – provide actionable insights; assistance with vendor business reviews and sales presentations
- Generate sales “tip sheets” and product updates for Customer Service team to better service incoming customer inquiries.
- Identify promotional opportunities on a product basis and coordinate with internal teams and vendors to ensure successful promotion launches.

20% Product Champion

- Coordinate feedback across all teams on a regular basis regarding existing product performance, challenges, as well as new product development.
 - Facilitate feedback on existing and future products
 - Keep track of weekly open issues and action item status
 - Track new product launch schedules and milestones
 - Work with stakeholders to overcome launch issues which may arise whether internal or vendor-related

Our Ideal Candidate

- 5+ years data entry, content management tool experience
- Retail e-commerce experience preferred
- Passion for and experience in the travel services industry a plus
- Operationally-minded, ability to problem solve and think tactically
- Highly-organized and detail oriented
- Ability to juggle multiple tasks and priorities at once
- Comfortable in an entrepreneurial work environment, willingness to pitch in as needed
- Proactive approach to finding new and innovative solutions to daily challenges
- Enjoys and effective in working cross functionally with fellow team members
- Strong communication skills
- A genuinely positive and upbeat demeanor
- Familiarity with Microsoft Office Suite
- BS/BA required



About Undercover Tourist

Undercover Tourist offers a generous pay and benefits package including fully covered health insurance. We want the finest possible talent on our team and we work hard to keep everyone happy! Our team is small but we deliver big results while still leading a balanced life. You'll enjoy flexible work hours, (currently remote during COVID), free snacks and drinks along with a comfy tv/game room as you get to know your other coworkers.

Since 2000, Undercover Tourist has sold millions of tickets to top Orlando attractions. In June of 2014, we expanded into Southern California. Along with helping families save time and money with Walt Disney World® Resort hotels, attraction tickets and car rentals, Undercover Tourist offers vacation planning tools, including our free Orlando travel App, crowd calendars, touring plans, maps and more tools to skip-the-lines. Our customers get to their favorite attractions faster and for less! We are in an exciting expansion phase – with plans to launch more cities, more attractions and more family-friendly hotels to our already successful business. Come grow with us!

If you're interested and your experience/skills match our requirements, please send your resume and a note expressing why you would like to be considered to jobs@undercvertourist.com.

The subject line should read: **Associate Product Manager, E-commerce Operations**. Position will report directly to the Product Manager.

Applicants must be authorized to work in the U.S.

Thanks for applying!