



Product Manager

Austin, Texas

Job Description

We're looking for a smart, motivated, collaborative (and FUN!) coworker to join our team. If you're a college grad with standout grades, and/or in a role where you've excelled at managing a lot of moving details, please keep reading!

Undercover Tourist is seeking a highly detail-oriented, organized, and process-driven Product Manager to manage product details for our growing online travel business. The ideal candidate has strong communication skills, both written and oral, and delights in working with a team to build new processes or enhance existing ones. Previous experience with content management systems and proven data entry skills are a plus, but not necessarily required for this role. The right candidate should be willing and able to jump into multiple projects/priorities at once and thrive in an informal, entrepreneurial environment. If you have critical thinking skills, a friendly personality, and proven success in other roles or school work, we want to talk to you!

This role will include onboarding and admin set-up of new products on our website (like theme park tickets, hotels all across the U.S., and cruise inventory!), on-going admin maintenance of these products, and day-to-day responsibilities to ensure that products on our website are displaying and processing correctly.

This position will report up through Marketing, and will also interact with Engineering and Customer Service teams as needed. The Product Manager will need to work collaboratively to ensure efficient product launches and thorough reviews of existing products sold on www.undercvertourist.com.

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 our proprietary content management system (Django Admin). Ensure all product information is current, complete and accurate.
- Input pricing/rates for new products and manage pricing updates to existing products; monitor rate parity/competitiveness.
- Follow (and enhance!) our existing launch plans for new products, communicating deliverables and dates to team to keep us on schedule.
- Participate in pre-launch and post-launch review of how product(s) are launched on our website
- Coordinate with Marketing/Content teams, incorporating product descriptions, images, videos and any other product information into our content management system



- Communicate new product launches and product updates to internal teams – including Customer Service FAQ's
- Monitor our website and internal reports for product/system issues or enhancements, reporting them quickly when/where they are needed

20% Sales & Marketing Support

- Work closely with Marketing team to ensure product information and positioning meets brand standards
- Generate sales “tip sheets” and product updates for Customer Service team to better service incoming customer inquiries.

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

- Proven academic excellence or success in a detail-oriented role(s)
- Demonstrated critical thinking skills
- Operationally-minded, able to problem solve and think tactically
- Highly-organized and detail oriented
- Ability to juggle multiple tasks and priorities
- 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 is effective working cross-functionally with fellow team members
- Strong written and oral communication skills
- A genuinely positive and upbeat demeanor
- Retail ecommerce experience preferred
- Passion for and experience in the travel services industry a plus
- 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 (no employee premiums!) and a 401K. 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, free snacks and drinks, along with a comfy tv/game room (table tennis!) as you get to know your other coworkers.

Since 2000, Undercover Tourist has sold millions of tickets to top Orlando attractions. Since 2014, we have expanded into Southern California theme parks, top city destinations like New York, San Francisco and Washington D.C., and top ski resort destinations in Colorado, Utah and 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: **Product Manager**. Position will report directly to our Vice President, Marketing.

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

Thanks for applying!