

Product Manager Job Specification

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Arvoia | About Us

Arvoia are an AI company focused on the hospitality technology industry. Having brought AI to other sectors in travel such as car rental we are already underway to becoming the most important technology provider to the hospitality sector. The hotel industry is facing some stiff headwinds in terms of a change in demand profiles and volumes, competition from Airbnb, over-reliance on OTAs, staff shortages and critically a lack of real innovation in the digital customer journey for consumers. The Arvoia hotel AI platform completely reframes the digital customer journey. We enhance revenues, engage the guest, eliminate costs and outdated digital practices and drive real automated efficiency across the consumer booking journey. Importantly we achieve all this without any tech investment from the hotel and irrespective of the existing tech stack through a simple integration.

So in short Arvoia's platform is a single, elevating technology layer that uses AI and machine learning to understand customer behaviour and transform the existing, fragmented Hotel digital journey into a unified, curated and frictionless booking experience - resulting in dramatic proven increases in direct customers, revenue, engagement and efficiency.

Our technology, our team and our products are gaining global acclaim for our innovation and approach. Every new team member is carefully selected to ensure not only that Arvoia will continue to disrupt the travel industry but that each individual has a clear path to grow and develop within the role.

At Arvoia we believe in an environment where we respect the intrinsic worth of individuals, where people have the courage to do the right thing, and have the support to make a positive impact on our customers and each other.

These core values permeate every aspect of our company and decision making; we are looking for talented individuals who embody these values in their behaviour.

Product Manager | Job Description

The Product Manager is responsible for the implementation of the strategic product direction in Arvoia. Working with the Arvoia Leadership Team, this includes product innovation, product design, product development and supporting product marketing. In essence, the Product Manager will support the team in building great products for our customers that deliver sustainable value to the business and will be hands on in all aspects of the product lifecycle. This role reports to the Chief Product Officer in Arvoia.

Product Manager responsibilities within Arvoia:

Product Roadmap – creation and maintenance of the Arvoia Product Roadmap as a key member of the Arvoia delivery team to shape the phasing and release strategy. This will be based on the Arvoia Product Strategy & Vision created in conjunction with the Arvoia leadership team which is based on customer demand, customer feedback, usage data and strategic value for market expansion.

Product Innovation – ensure that the Arvoia product delivers true innovation and advancement for our customers through continuous competitive analysis & research, customer engagement and market insights from across verticals to create a best in class product position. Support Arvoia in all aspects of R&D initiatives.

- **Product Design** – coach / mentor to Arvoia UX / UI who will execute the product design in terms of wireframes, visual designs & prototypes. The Product Manager may also work directly with customers to secure feedback on product direction which should take a data driven focus on all decisions.
- **Product Development** – coach / mentor to Arvoia Product Owners who will execute the product development in conjunction with the Arvoia Delivery teams aligned with the Product Roadmap. Product development includes product definition with associated value metrics, product backlog management & customer demonstrations

- **Product Marketing** – support the Arvoia Leadership Team in Product / Solution positioning across segments including content updates for website; blog; marketing materials; demos and customer engagements. Demonstrate a focus on creating compelling content focused on meeting customer needs and driving value across the wide range of segments we support.

Arvoia operate in a fully remote working environment but offer a number of collaboration spaces in Killarney, Co. Kerry and Dublin. On occasion there may be a need to travel to Dublin or Killarney for face to face meetings but this is not envisioned to be more than once every two months.

Product Manager | Skills & Experience

Key skills & experience:

- We are looking for strong sectorial expertise in Hospitality (Hotel) in particular with a good understanding on the industry, challenges and KPIs in this area.
- We are looking for a candidate who can help drive our strategic product decisions with our leadership team with a strong track record in this space
- 5+ years experience in Product development and delivery related roles in technology focused companies with excellent knowledge of all aspects of product design & GTM
- Successful track record in taking product from vision through to successful market launch on multiple occasions including creation of associated product marketing materials
- Significant exposure to analytics / AI driven solutions to solve customer needs and strong data driven focus displayed in decision making for product direction
- 3rd level degree / qualification

Product Manager | Personal Qualities

- **Leadership** - As a product leader, the Product Manager unifies groups with different backgrounds, creating a sense of mutual goal and alignment with our key cultural values of respect, courage and impact
- **Communication.** Your mission is to get out a clear message about the value of the product to executives, product teams, and customers. The success of the solution heavily depends on your ability to effectively communicate the product vision.
- **Strong customer focus.** The Product Manager will look at the solution from the perspective of its value for users and makes better customer experience a top priority.
- **Business acumen.** Successful products not only satisfy customers but also generate revenue. The Product Manager will be able to quickly evaluate the situation in the market and identify opportunities for revenue growth for Arvoia.
- **Structured thinking.** The Product Manager will be able to break down broad goals and long-term strategies into manageable tasks for the Product team. This should also be demonstrated in their ability to define product features for the team to deliver.
- **Strategic thinking.** An ability to look across different industries to see the big picture, anticipate customer needs and take a data driven approach.
- **Enthusiasm and resilience.** The Product Manager must be enthusiastic about our solutions and transmits this enthusiasm to other people. When things do not go as planned, they should display resilience to keep moving forward and find the right decision.

Product Manager | Salary / Reward

This position attracts a competitive salary, an attractive and open working environment and opportunities for career development and growth.

To Apply

To apply, please send your CV and cover letter to careers@arvoia.com