

(SENIOR) PRODUCT MANAGER CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (F/M/X)

About PMA Partner – we believe in people

PMA Partner is serving tourism companies to get to the next level of business operations with a holistic view of the business. Together with our client we design and implement best-in-class solutions with focus on digitalization, automation and efficiency. With the combination of the experience of more than 15 years in tourism, process management and IT of our founders and the spirit of a start-up, PMA Partner offers a unique working experience, where ideas come to life. This combination enables PMA Partner to be aware of the pain points of the travel industry segments such as all kinds of Tour Operators, Destination Management Companies (DMC), Aviation Companies and Hospitality with deep know-how, on how to connect partners across the whole value chain.

About the job – make the difference

- Create the product roadmap based on a deep understanding of the market/industry, insights & data on your customers, and input from stakeholders across the company
- Planning, modeling and implementation of processes and their continuous further development
- Analyzing existing processes and systematically identifying optimization potentials, especially regarding automation
- Responsible for smooth and successful clients' integrations from technical and process perspective
- Perform user acceptance testing
- Work closely with the customer stakeholders, external business to ensure overall alignment, you will set objectives & key results that your product will drive toward.
- Stay up to date on the latest process and IT advancements to automate and modernize operational tools
- Train business users on new releases

About you – contribute with your uniqueness

- An academic qualification at graduate level (Bachelor's degree) is desirable but not mandatory
- Minimum 2-3 years of experience with product development, service- and/or process design
- Familiar with the design of processes and systems as well as business process management in the areas of tour operation, airline or hospitality
- Strongly developed analytical, strategic and conceptual skills
- Reliable and independent way of working
- Customer-oriented and confident appearance as well as very good communication skills
- Ability to work in a team, consulting and social skills, flexibility, initiative and assertiveness
- Fluent English and German

About our offer – why joining us

- Fair and competitive remuneration for your contribution on transforming the tourism industry
- Working in a global tourism-tech start-up with young and passionate colleagues
- We are looking for intercultural cooperation and offer the opportunity to work on international projects
- Flat company structure with the ability to take quick decisions and the possibility to be part of the companies' success

- Hybrid working model
- Modern and comfortable office space in the center of Munich

You want to rewrite this history of tourism technology and processes together with us? Then join our trip to new dimensions in the tourism universe and save your seat in the PMA Partner rocket! Apply now and fasten your seatbelt! We are looking forward to hearing from you.

Joinus@pmapartner.com and send your application today!