



# POSITION DESCRIPTION

**Position Title:** **Product Development Coordinator**

**Role Status:** Full Time / Non Exempt

**Location:** Nu'uuli, Am. Samoa

**Reports to:** Product Manager

**Business Unit:** Commercial – Products

**Date:** January 2024

## Position Summary:

This role is the Company's main product development driver. This position is responsible for the planning, monitoring and reporting of telecommunications products. This position is responsible for managing and driving revenue and profit growth from Bluesky's existing product portfolio, and execution of a new product development.

## Key Accountabilities and Results Areas

- |   |
|---|
| <ul style="list-style-type: none"><li>• Assess and manage existing product promotions and work collaboratively with key stakeholders to make reasoned recommendations of product activities.</li></ul>                      |
| <ul style="list-style-type: none"><li>• Bring new product ideas to the table via market and customer research. Sharp focus on revenue and margin opportunities that fit Bluesky's strategy and core competencies.</li></ul> |
| <ul style="list-style-type: none"><li>• Review and analyse daily/monthly reports to measure product/promotion performance and make the necessary adjustments on the product and relaunch into the market</li></ul>          |
| <ul style="list-style-type: none"><li>• Document policies and procedures in creating new products, testing, and promoting into the market, ensure processes are clear and guidelines follow Bluesky standards.</li></ul>    |

## Major Responsibilities

- |  |
|--|
| <ul style="list-style-type: none"><li>• Drive company's product development for assigned product line.</li><li>• Responsible for the planning, monitoring and reporting of assigned product line and services.</li><li>• Assist in driving revenue and profit growth from Bluesky's product portfolio.</li><li>• Responsible for the Product Description Documentation and assigned documentation in the product life cycle.</li><li>• Responsible for the delivery of products and promotions for launch.</li><li>• Work closely with internal teams: Marketing, Business Support, Technical Operations, Sales, Customer Services, and Finance to:<ul style="list-style-type: none"><li>○ Develop Product Description Documentation</li><li>○ Understand product revenue and cost performance</li><li>○ Analyze product/market performance, issues and opportunities</li><li>○ Participate in applicable testing of products</li><li>○ Proactively identify opportunities for revenue growth and cost reduction</li><li>○ Ensure configuration of existing products to yield revenue and/or cost reduction from target customers</li><li>○ Plan and work with Marketing for market penetration and usage increases</li></ul></li><li>• Act as the central point of contact for new product ideas and suggestions and process them through the Product Manager for decision making.</li><li>• Conduct product trainings for frontline teams.</li><li>• Monitor stock levels and ensure supplies/equipment for product rollout is managed.</li><li>• Liaise with Technical Operations teams to stay abreast of new coverage areas and associated market opportunities.</li><li>• Understand technical and non-technical aspects of product and develop relevant processes to ensure proper rollout of new products or maintenance, upgrade of ongoing product lines.</li><li>• Weekly reporting on products development pipeline.</li></ul> |
|--|



## Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Commercial Teams: Marketing, Sales, Customer Service and Retail</li> <li>• Technical Support Teams</li> <li>• Management</li> <li>• Staff</li> </ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Government Agencies</li> <li>• Product Vendors</li> </ul>

## Key Requirements and Competencies

<b>Qualifications/ Experience:</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree in Marketing, Commerce, Business Administration, Telecommunications, or related major or Associates Degree with relevant required years of experience</li> <li>• 2+ years of product development experience in telecommunications environment, preferred</li> </ul>
<b>Knowledge/ Skills /Ability:</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of telecommunications products and services</li> <li>• Excellent writing, verbal communication and presentation skills</li> <li>• Excellent analytical skills with proven ability to interpret and analyze market, customer, and product usage</li> <li>• High level of proficiency in Microsoft Office Suite applications including Word, Excel, Powerpoint</li> <li>• Competent financial skills and commercial acumen</li> <li>• Strong interpersonal skills to motivate and work closely with a diverse, cross-functional team of professionals</li> <li>• Demonstrated ability to work effectively in a fast-paced and dynamic environment and easily adaptable to change; ability to work well under tight deadlines and multitask under pressure</li> <li>• Ability and flexibility to work after normal business hours as needed for various marketing events and projects</li> <li>• Highly organized, energetic, resourceful, and creative problem solver</li> </ul>
<b>Organisational Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service</b> – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</li> <li>• <b>Learning Agility</b> - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</li> <li>• <b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Telecom to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</li> <li>• <b>Self Management</b> - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</li> <li>• <b>Continuous Improvement</b> – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as</li> </ul>



	to improve individual and team performance.
--	---

## Compliance

<b>Business Compliance:</b>	<ul style="list-style-type: none"> <li>Ensure a sound understanding and demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<b>Health and Safety:</b>	<ul style="list-style-type: none"> <li>Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification</li> <li>Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Purpose, Values, & Way

<b>Our Vision</b>	<b>Our Purpose</b>	<b>Our Values</b>	<b>The Bluesky Way</b>
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> <li>Customer first</li> <li>Team work</li> <li>Integrity</li> <li>Passion</li> <li>Positive attitude and smile!</li> </ul>	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>