

CWD designs, markets & sells the highest performing consumer electronics that are smart, simple, and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and dedicated following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to Creating What's Different!

CWD is looking for a **Research & Development Manager** to join our exceptionally talented and collaborative team! Reporting to the Managing Director at our Niagara Falls location, the successful candidate will be responsible for overseeing the entire Research & Development Team and work closely with various departments to develop and implement strategies for new products that provide the company with a competitive edge.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

What We Offer:

- Full comprehensive benefits (dental, medical and eye) 80/20 split-family coverage
- Annual Bonus
- Annual professional development fund
- RRSP Match
- Fitness incentives
- Team events
- 50% off on CWD brands
- Relocation expense

Key Responsibilities:

Leadership

- Oversee and lead the Research & Development team, providing mentorship and guidance as needed
- Empower the team towards achieving corporate objectives, departmental goals, and personal goals by sharing “the why” and the needs of the business
- Develop annual department objectives that align with individual team KPIs
- Brainstorm new and creative growth and optimization strategies with the team
- Establish and communicate clear priorities to the team to ensure timelines are being adhered to and project milestones are being met
- Review projects/tasks and delegate appropriately
- Collaborate with different teams as the key stakeholder for product and brand strategy

- Train and develop a successful team by identifying any skill gaps within the department
- Develop individual performance goals, conduct monthly one-on-one feedback sessions, and complete annual performance reviews to ensure alignment with corporate objectives
- Support the team by helping to solve any roadblocks or challenges that may arise in the development process
- Strive to improve team member experience through optimization and automation of software and processes

Category & Product Strategy

- Create category and product plans for our brands (Fluance, Electrohome, Nyrius and Magnasonic) based on a thorough review and understanding of consumers needs, competitor offerings, lessons learned, customer/professional reviews and other data
- Review various reports including margin analysis, product goals vs actuals, promotion results, and more to make strategic decisions regarding product direction
- Monitor external conditions, including markets, competition, demographics, supply chain, product reviews, and returns to meet customer needs while maintaining market competitiveness and profitability
- Provide strategic product positioning information to various departments including Marketing
- Manage the submission and maintenance of product patents and brand trademarks

New Product Development

- Develop and manage new product development projects/annual product pipeline to achieve successful business and brand strategy
- Develop high performance products that provide the best value to the consumer and achieve the highest overall user experience
- Recommend and maintain annual product and category pricing strategy
- Lead a team of product developers to ensure they are driving the product development cycle using our Stage Gate System starting with discovery, building a business plan, development, testing and validation, launch, and post launch review
- Ensure proper safety certifications and royalties are applied to each product during development
- Be the central voice of product development direction and ensure suitable communication/updates are being documented and provided to all stakeholders

- Evaluate and select the best suited technologies for each new product development project
- Achieve profit margin targets for each product in development by negotiating costs and managing other costs (logistics, amortization, etc.)

Vendor Management

- Validate potential business partner's competencies, onboard and maintain relationship including contract vendors, component vendors, firmware design houses, industrial and mechanical engineering firms, audio engineers, consultants and factories
- Work closely to maintain a mutually beneficial relationship with partners
- Negotiate directly or provide direction of negotiation to team for bill of materials, price, terms, and conditions with business partners
- Organize and maintain terms and conditions, project agreements, and other agreements with business partners

Quality Assurance

- Oversee key quality assurance KPIs on product defect and return rates
- Ensure timely qualitative and quantitative analysis to make recommendations to continuously improve product performance KPIs
- Assist QA team with complex product defect issues by taking a hands on approach in product testing and solution validation
- Assist with the development of quality control documents and reviewing audits of production and factories
- Manage product performance and user experience to ensure a successful product lifecycle

Other

- Develop and monitor annual department budget
- Organize and plan business trips throughout the year to meet with overseas vendors and attend trade shows
- Undertake additional duties as assigned to achieve the objectives and company goals

Qualifications:

- University degree in Business, Marketing, or Electronics Engineering, or a related field

- 7-10 years of experience in product management, taking products from concept to implementation, with proven results
- 7-10 years of experience in project management and factory relations
- 7 years of experience conducting competitive analysis and market research
- 5 years managing 5 or more product development employees
- 5 years of vendor management experience
- 5 years demonstrated experience in consumer electronics hardware
- Strong passion for delivering high performance products that meets product, design, and business goals
- Technically minded and keenly interested in technology and consumer product trends
- Ability to work collaboratively as well as independently
- Strong written and oral skills
- Ability to manage multiple projects/tasks simultaneously and achieve timely project completion
- Ability to follow and adhere to policies and procedures related to product development
- Ability to strive for continuous improvement in the product development process
- Knowledge and experience in negotiation
- Willing to travel to business partners in United States, Canada, Hong Kong, Taiwan, Japan, Europe and other locations as required (2-4 times per year) as well as industry trades shows (2-4 times per year)
- Proficiency using Microsoft Office
- Proficiency using project management software

You Will Stand Out If:

- You have experience managing multiple product categories
- You have your PMP designation or Six Sigma designation
- You have experience with Asana and SmartSheets

This is a full-time permanent role working 40 hours a week on-site. Our hours of operation are 8:15am to 5:00pm Monday to Friday.

If the above interests you, then apply to join our fast paced, creative, and energetic team!