



JOB TITLE: RIID Product Manager

REPORTS TO: Sales Director

SUMMARY: H3D, Inc. seeks problem solvers with a background in radiation detection. The new employee will help with product management to ensure that our development effort is on track and well aligned with customer requirements. US citizenship or Green Card is required for this position.

The candidate should demonstrate a sound understanding of the RIID (handheld radiation isotope identifier) market. Ideally, they should have experience both as a user and interacting with other users, especially in the CBRNe/security/defense markets.

The candidate should work well independently and in a team environment, and have good communication, organization, and documentation skills. We are looking for someone who is confident in their capabilities, and not afraid to try and learn new things to push the project forward.

The future hire will be joining a team that is pushing the limits of available technology to create truly groundbreaking gamma-ray detector systems. Such systems play an important role in keeping people safe and in national security.

DUTIES AND RESPONSIBILITIES:

- Oversees product management for A Series and related R&D
- Managing customer relations related to the RIID market and providing feedback to the sales and R&D teams on the RIID market
- Verify all products they manage have adequate user manuals, training materials, quick-start guides, and other support documentation
- Verify all products they manage meet necessary compliances and regulations
- Work with the Sales Director to develop and implement market strategy for products they manage
- Works with Sales Director to oversee that the market research loop is completed for products they manage
- Expected to attend conferences and product demonstrations as well as join the Sales Team. Assignments as part of the sales team may include assisting with completion of the sales process, reporting and following up on sales leads, acting as primary point of contact on sales leads and customer support, and generating sales documentation such as product brochures and specification sheets.
- Occasional travel, both domestic and international, is required
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

Required:

- Bachelor's Degree (BA) from four-year college or university, or one to two years of related experience and/or training, or equivalent combination of education and experience.
- Proficient in the RIID (handheld radiation isotope identifier) market. Ideally, they should have experience both as a user and interacting with other users, especially in the CBRNe/security/defense markets
- Computer skills required: Microsoft Office
- Other skills required: Strong written and verbal communication skills.

Desired:

- Client-facing experience.

COMPETENCIES:

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Continually required to talk or hear
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must occasionally lift and/or move up to 40 pounds and frequently lift and/or move up to 10 pounds

About Us: H3D commercializes CZT-based 3D radiation-imaging technologies for nuclear power plant, defense, homeland security, and medical applications. We seek to provide our customers with the highest performance and most user-friendly instruments possible. A 2011 spinout from the University of Michigan, we have twice been awarded the SPARK FastTrack award for impressive growth and have performed sponsored research for the DoD, DoE, NIH, NIST, and others. We currently ship products to nuclear power plants and research labs around the world. Please email a short cover letter and resume to H3D, Inc. at HR@h3dgamma.com. H3D, Inc. offers an attractive benefit package that includes health insurance, paid holidays and vacation, and a competitive 401(k) plan. H3D is an equal opportunity employer. All qualified women, minorities, disabled, and veterans are encouraged to apply. Work will occur at our Ann Arbor, Michigan office. Visit our website at <https://www.h3dgamma.com>.