

Job description

Title: Product & Compliance Manager
Reports to: Head of Marketing & GTM Europe
Location: Amsterdam, the Netherlands

Company Description

Segway - Ninebot Europe recently expanded their organization with opening branches in Spain, France and Germany. Segway Europe sells luxury electronic transportation goods under the brands Segway and Ninebot by Segway for the B2B as well as the consumer market. The company focuses on the research and development, design, manufacturing, distribution and sales of short-distance transportation products. The ultimate goal is to promote the evolution of our products to become the world's leading provider of mobile robotics solutions.

General Description

As a Product & Compliance Manager, you will play a pivotal role in ensuring that our company's products adhere to all applicable legal, regulatory, and industry standards. Your expertise will contribute to the safe, reliable, and compliant introduction of our products into the market. You will collaborate with cross-functional teams, including product development, legal, quality assurance and regulatory affairs to ensure that our products meet the highest standards of safety, quality, and integrity.

Key Responsibilities:

- Stay updated on all relevant laws, regulations, directives, and standards applicable to the micro mobility industry in Europe. Ensure the company's operations, products, and services are in full compliance with these requirements (for example Waste Electrical and Electronic Equipment (WEEE) Regulations). Interpret and communicate the impact of regulatory changes on our product compliance efforts.
- Determine the appropriate classification of products based on relevant regulatory categories and industry-specific requirements.
- Ensure that products meet safety and quality standards by collaborating with engineering, quality assurance, and testing teams during product development and production processes.
- Verify that product labelling, packaging, and instructions comply with applicable laws, including warnings, usage instructions, and language requirements.
- Manage the process of obtaining and maintaining necessary certifications, approvals, and permits for products, such as CE marking, FCC approval, and other industry-specific certifications.
- Conduct risk assessments to identify potential product-related hazards and work with relevant teams to implement risk mitigation strategies.
- Maintain comprehensive records of compliance activities, test results, and certifications. Prepare reports on compliance status for management and regulatory agencies.

- Collaborate with product development, legal, and regulatory teams to integrate compliance considerations throughout the product lifecycle.
- Provide training and guidance to internal teams on product compliance requirements and best practices.
- Manage and respond to incidents, recalls, or safety concerns related to products in a timely and effective manner.
- Identify opportunities for process improvements and efficiencies within the product compliance framework.
- Provide a day-to-day point of contact for compliance queries from our branch offices in Europe.
- Implement and oversee a best-in-class compliance framework and coordinate reporting and/or ensure local offices report as required.
- Act as the main point of contact for compliance issues as and when they arise in the EU region.

Qualifications and Skills:

- Bachelor's degree in a relevant field such as engineering, regulatory affairs, quality management, or a related discipline. Advanced degrees and relevant certifications are a plus.
- Proven experience (5+ years) in product compliance, quality assurance, regulatory affairs, or a related role preferably within the micro mobility sector or consumer electronics industry.
- Strong understanding of European regulations and standards related to electric vehicles , emissions, safety, and environmental impact.
- Excellent communication skills and ability to collaborate effectively with cross-functional teams. Ability to maintain strong relationships with management
- In-depth understanding of product regulations, standards, and safety requirements relevant to the industry.
- Strong analytical skills and attention to detail.
- Problem-solving ability to address compliance challenges and resolve issues effectively.
- Familiarity with product testing, quality control processes, and risk assessment methodologies.
- Technical acumen is required – you must develop a knowledge of all Segway products
- Proficiency in interpreting technical and regulatory documentation.
- Ethical mindset and commitment to upholding product integrity and safety. Detail-oriented approach to ensure accuracy and precision in compliance efforts.
- Proficiency in English; knowledge of Dutch and other European languages is advantageous.
- Proficient in Microsoft Office, using Excel, Word, PPT, VISO and other office software

Join our dynamic team dedicated to delivering compliant and high-quality products to the market. If you are a detail-oriented professional with a passion for ensuring product safety and compliance, we encourage you to apply and contribute to our commitment to excellence.