

Marine Seismic Product Manager

Geometrics is a world leader in the design and manufacture of **geophysical instruments** which help to see beneath the surface of the earth. Our products include magnetometers, exploration seismographs, and electrical resistivity measuring equipment. This position will report to, and occasionally be required to work from, our office in San Jose, California.

Geometrics is seeking a **Product Manager** in our Sales and Support Departments. This is an excellent opportunity for someone to use his/her technical and problem-solving skills to provide solutions to customers involved in Marine Seismic surveys. This position is focused on enabling our customers to be successful with Geometrics equipment.

Responsibilities include:

- Manage customer sales and support negotiations, maintaining strong relationships with customers by providing excellent support and prioritizing equipment deliveries and repairs.
- Talk with customers to gain an understanding of their survey needs to determine if our equipment and software can resolve issues.
- Improve sales of our Marine Seismic products by developing cost and technical quotations for customers for complete systems, spares parts, and upgrades.
- Communicate customer's needs to Geometrics Engineering and Support staff for future enhancements and improvements to our products.
- Manage internal projects with engineers and technicians to test and implement changes in the production of the Marine Seismic Product line.
- Communicate with customers from different backgrounds and experience levels regarding issues to determine the root causes of the issues in a respectful manner.
- Respond to support calls and emails, tracking interactions and solutions. When appropriate, propose changes in Geometrics products and processes and ensuring these changes are implemented.
- Installation, training and commissioning of systems worldwide
- Represent Geometrics at conferences (SEG, EAGE, SAGEEP, etc.)
- Domestic and international travel for periods of up to 3 weeks, which could include time on a sea vessel.
- Write specification datasheets and user's manuals.
- Develop and deliver written training materials for customers.
- Ensure to QC key repairs and orders before they are shipped.

Strong customer service skills, which include:

- Ability to communicate and demonstrate in a manner that Geometrics equipment and support will meet their requirements.
- Organizational skills
- Ability to determine the level of detail needed within instructional documentation so that it is useful to others in the company and customers.
- The ability to determine customer urgent requirements and balance that with the level of effort and long-term benefit for Geometrics.
- Ability to provide temporary and long-term solutions while working under pressure, in a wide variety of situations, and with a wide variety of products.
- Able to take initiative to support customers and co-workers.
- Strong desire to learn and share information.

- Good interpersonal skills – be “people person” and comfortable in multi-cultural settings; and working with customers who maybe under critical time and budgetary constraints.

This is a key position for Geometrics. We need talented and ambitious people who have practical field survey expertise, able to understand our customers’ requirements, enjoy a challenge, and are not afraid to get their hands dirty. Good communication and interpersonal skills are a must; diplomacy in handling customer problems and finding solutions is a very important part of the job.

Main requirements include:

- Over 10 years of experience in deploying marine seismic system, preferably with Geometrics equipment.
- Broad understanding of a variety of geophysical methods and applications.
- Strong business and technical background with an ability to communicate information.
- Excellent written and verbal communication skills; ability to clearly articulate information to colleagues and customers in writing, in person, or on the phone. We are a global company; ability to communicate effectively with people whose first language is not English is a must.
- Email is our dominant form of communication, and this position must be able to quickly compose responses that clearly explain complex subjects.
- Ability to learn Geometrics software/hardware products and accessories and teach others how to use them.
- Knowledge of geophysical applications – Understands how to use Geometrics equipment to solve geophysical problems; provide suggestions to customers regarding instrument selection; know industry standards and requirements and use this information to make informed suggestions on maximizing customer’s chance of success.
- Good presentation skills
- Proficient computer skills-Microsoft Office is a must, including knowledge of Excel and report writing functions. Working knowledge of Customer Relationship Management tools, cloud-based Sales and Support Software
- Experience with seismic data processing packages would be beneficial.
- Ability to work on ocean going survey vessel or at a remote field site to provide on-site training and support for 1 to 3 weeks at a time (travel 20 -25%).

Physical requirements include:

- Ability to work in excess of a 40-hour week if necessary.
- Ability to walk, stand, and sit for periods of time in an office and in an outdoor environment for field work and testing equipment, including inclement weather and uneven surfaces.
- Must have manual dexterity to operate computer keyboard and standard office equipment.
- Must be able to lift/move objects up to thirty-five pounds, possibly more.
- Ability to travel (Valid Drivers License and Passport, domestic and internationally for up to three weeks at a time).

This position may be modified from time to time to better meet Geometrics business needs.

Above all, a commitment to excellence in making sure Geometrics equipment and service is of superb quality and our customers are satisfied.

We offer a dynamic, challenging environment and a comprehensive benefits package.

Equal Opportunity Employer /Minorities/Females/Vet/Disabled

To apply, please send your resume and cover letter to: careers@geometrics.com , include your name and AG2021 in the subject line. For additional information, please visit our website at www.geometrics.com. At this time, Geometrics is not able to sponsor applicants for work visas.

This position requires access to export-controlled information and employment is contingent on obtaining U.S. Government export control authorization, to the extent required by law.