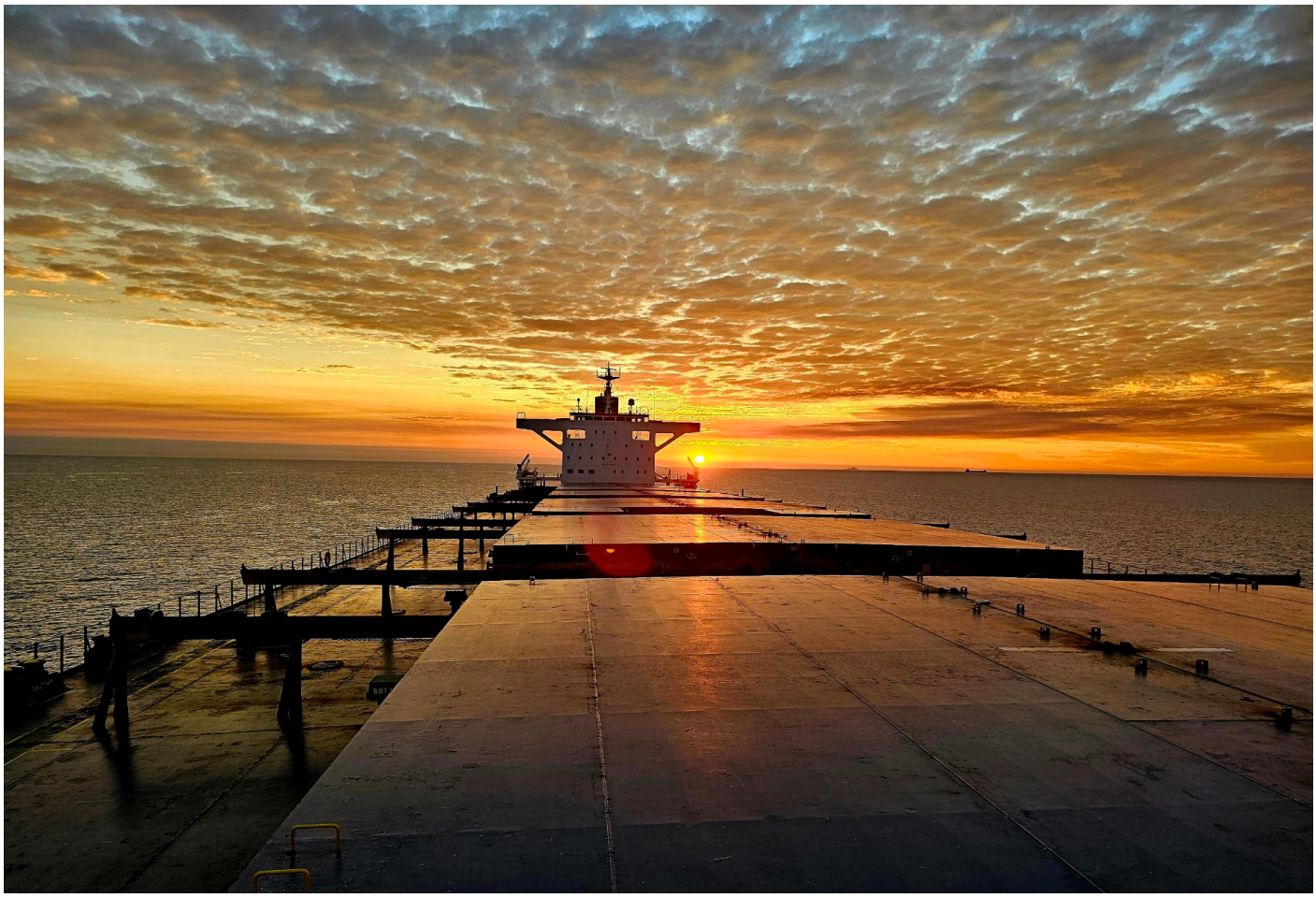


Product Specialist - Commercial (m/f/d)

Hamburg, Lübeck

Founded in 1921, OLDENDORFF CARRIERS combines its history as a German shipowner with the network of one of the world's leading drybulk operators. We are currently operating around 800 owned and chartered vessels and transporting approximately 415 million tons of cargo annually. Our global operations focus on spot business, industrial contracts, and offshore transshipment, primarily carrying iron ore, coal, and agricultural products.

Our 4,500 employees from 60 countries include more than 1,000 office-based colleagues across 20 locations and over 3,000 seafarers.

Our customers can expect 100% performance. All the way.

About the Role

Our Technology department is a diverse and collaborative team of around 80 professionals who develop, support and continuously improve the digital solutions used across Oldendorff's global

operations. We work in close partnership with business stakeholders to deliver practical solutions that create value and improve the way our colleagues work.

The Product Management - Commercial Team serves as the bridge between commercial business processes and technology solutions. As a Product Specialist based in Lübeck or Hamburg, you will combine process knowledge and system expertise to understand business needs, identify improvement opportunities and support the development of practical solutions that create value for our business colleagues.

Job Responsibilities

Following a comprehensive onboarding, your responsibilities across a wide range of systems will include:

- Investigate and resolve support requests, coordinating internally and with software vendors, while identifying root causes and improvement opportunities for discussion with Product Managers.
- Build a deep understanding of our software tools and the business processes they support. Explore capabilities and new technologies to develop practical solutions aligned with business objectives and priorities agreed with Product Managers.
- Analyze business processes across departments to understand dependencies, identify inefficiencies, and surface improvement opportunities.
- Document solutions, system configurations and business processes, keeping the Product Commercial knowledge base accurate and useful for the team and relevant business stakeholders.
- Deliver onboarding and knowledge sharing activities for Commercial Product team members and Business stakeholders, and support adoption of new functionality when required.

What You Bring Along

- You are curious about how business processes work and connect across departments at Oldendorff, and enjoy exploring how software and AI can support and improve them.
- You communicate clearly in English, listen actively, explain technical topics in practical terms and work effectively with colleagues, business stakeholders and software vendors.
- You enjoy solving problems: you question assumptions, investigate underlying causes and weigh possible solutions before acting.
- You take responsibility for your work, act proactively, and follow through on agreed tasks.

- You work independently while sharing knowledge, asking for input, and contributing as part of a team.
- You approach complex topics in a structured way and can break problems down into manageable parts.
- You have an interest in software and new technologies and are motivated to build technical expertise through hands-on learning. Prior IT experience is not required, but you enjoy exploring how systems work and applying what you learn to practical problems.
- Knowledge of commercial dry-bulk shipping, experience with voyage management systems and AI tools, or familiarity with ticketing systems would be an advantage.

What We Offer

- Our corporate culture is special: relaxed and international, open and traditionally with flat hierarchies.
- Since the very beginning, teamwork and quick decision making have been our success factors. Encouraging our employees to realize their ideas and initiatives is as important to us.

Apply now

Interested?

If you want to know more about who we are: Oldendorff.

Please contact Arianita Kersten in case of questions.

Oldendorff Carriers does not accept paper applications for online postings.