



## OPERATIONS MANAGER Dar es Salaam, Tanzania

### About D.light Design

D.light Design East Africa is looking to hire an experienced and driven Operations Manager to rapidly develop a distribution channel in East Africa capable of reaching rural customers, while building a powerful global brand from the ground up. This position is based in **Dar es Salaam, Tanzania** and will report directly to, and work closely with, the Managing Director to continuously launch innovative and affordable lighting and power consumer products and marketing strategies in East Africa.

This position is an incredible opportunity to work with a high growth Silicon Valley social enterprise and to impact millions of lives. The company is funded by both Silicon Valley and Indian investors including Mahindra & Mahindra, Nexus India Capital, Acumen Fund, Garage Technology Ventures, Draper Fisher Jurvetson, and Gray Matters Capital.

Our goal is to eradicate kerosene lanterns from earth and provide household level energy to all families. To do this we will become the market leader in delivering safe and affordable lighting and power solutions to over 1.6 billion people who currently do not have access to electricity. In East Africa we are launching a product line of improved lighting and energy solutions to tens of millions of families still using kerosene lanterns. From there we will expand to a platform of power products.

### YOU

You are an extremely competent and motivated Operations Manager with comprehensive knowledge and experience in managing the complex operations of an East Africa consumer durables company. You are an expert in logistics, distribution, and supply chain management with experience in after-sales service and quality control.

You are eager to work outside of a corporate environment, in a fast paced and energetic start-up, and are ready to challenge yourself to be part of a growing global enterprise. You are confident of attaining great results, have a track record of achievements, and are ready to contribute to building a results oriented culture.

You are also strongly motivated by the opportunity to improve the lives of millions of families with high hopes but little income.

Finally, you are a team builder that inspires others and acts with the utmost honesty and integrity.

This position is based in Dar es Salaam, Tanzania and will have the following responsibilities:

- Ensure that the office's daily activities run smoothly
- Manage in-country logistics, inventory, after-sales support and incoming QC
- Manage legal statutory filings and requirements
- Supervise all operational, non-sales employees (4-6 people)
- Establish policies and procedures for EA office and implement them
- Manage staff relationships & team dynamics, addressing any conflicts, morale issues, or performance challenges
- Lead purchasing process for all marketing materials necessary for marketing the D.light brand and products in Tanzania
- Coordinate with the D.light China office on product shipments and customs
- Oversee product inventory and stock throughout the EA region
- Establish proper financial systems and work with external accounting firm to ensure proper tracking and reporting

Due to local regulations, the employee contract will be for 2 years.

## Qualifications

- Strong background and work experience in a multicultural organization
- 10+ years experience in a dynamic business environment, 5+ years experience in a sales organization
- Demonstrated experience in:
  - Leadership and vision in managing staff including measuring performance, hiring, firing, etc.
  - Budget development and oversight
  - Managing logistics in East Africa, including managing physical stocks
  - Analyzing and reporting financials
  - Creating and implementing processes
- Excellent interpersonal skills and a collaborative management style
- Demonstrated commitment to high professional ethical standards and a diverse workplace
- Ability to manage legal and statutory compliances
- High comfort level working in a diverse environment
- Excellent people manager, open to direction
- Ability to strategize about and debate issues of importance to the organization
- Ability to look at situations from several points of view; persuasive with details and facts
- Excellent oral, written communication and computer skills
- Ability to speak Swahili a strong plus
- Delegates responsibility effectively

## How to Apply

Please submit a resume and cover letter to Business Development Manager Sjoerd Spaanjaars at [sjoerd@dlightdesign.com](mailto:sjoerd@dlightdesign.com) with the subject line: "OPERATIONS MANAGER". Qualified applicants will be contacted regarding the interview within 2-4 weeks.

For more information about the position, please contact +255 762 234 627.