



Job Description: Product Manager, Africa Partnerships

Location: Open to applicants from multiple locations

Reporting to: Director of Platform

Background

d.light is a global social enterprise aiming to improve the lives of the two billion people in the developing world that live without access to reliable energy. We provide distributed, affordable solar energy solutions for households and small businesses that are transforming the way people all over the world use and pay for energy.

d.light innovations have led and shaped the market since 2007 when it introduced what was then the world's most reliable, affordable solar light. Market development is akin to the early stages of the mobile phone industry – rapidly growing consumer-driven adoption of the latest global technology leapfrogging less functional and more costly utility-based alternatives.

With an expanding product range currently distributed in over 15,000 retail outlets in over 60 countries to over 85 million customers, the company is manifesting its vision for the future of energy in the developing world.

d.light believes the most successful energy supply solutions in the developing world will be distributed and renewable. Demand for reliable, affordable power is vast and growing exponentially with rising consumer incomes. Rapid technology improvement is enabling higher performance, lower cost solutions than ever before.

A key development in these emerging energy markets is the rise of the pay-as-you-go (PAYGO) business model. This suite of technology solutions enables remote control of products, allowing customers to pay for expensive assets over time while simultaneously protecting the investments of the companies and investors in the space. If given the opportunity, customers in these developing markets have proven willing and able to pay small amounts over time to purchase large energy assets well beyond prices previously considered feasible. d.light considers PAYGO technology an important enabler of energy access across the world and continues to invest in strengthening this business offering within d.light.



Position Summary

With a growing segment of external PAYG partners distributing d.light products and using d.light's Atlas software platform, d.light is searching for an experienced Product Manager to play a key role as we scale our software product and partner network. The Product Manager will fully own the partner experience on our software, playing a key role in building software solutions for challenging markets with exciting new use cases. You will be directly involved in enabling our partners and internal staff to provide customers with modern, renewable energy solutions, many for the first time.

The Product Manager will be responsible for the following tasks:

- Gather and prioritize direct product feedback from partners to enable the distribution of PAYG products in their markets
- Assess the partner landscape as related to new software needs, feeding our roadmap and backlog for continuing product development and enhancements
- Lead cross-departmental initiatives on key feature developments and rollouts, providing project oversight
- Spec out new features for development, including basic UI elements, for communication to engineering and other business stakeholders
- Provide release communication and marketing materials for new releases to partners
- Manage a team to provide the first point of contact for Atlas related items, requests and issues coming from our portfolio of PAYG partners in Africa
- Communicate regularly with PAYG partners in Africa to ensure smooth operations and a successful partnership that drives value for our business and the partner
- When necessary, administer initial and ongoing training with partners to ensure Atlas functionality is being utilized properly, including travel to partner sites as needed
- When necessary, assist in demonstrations of our software platform to potential new partners
- Provide guidance to new PAYG partners in setting up local infrastructure for implementing PAYG
- At the discretion of the executive team, recruit and develop junior team members who support a growing partner infrastructure in Africa

Fit

The Product Manager will be an indispensable leader in the company and in the software team. This role will be a good fit for you if you are:

- Passionate about providing energy access to off-grid markets
- Comfortable managing diverse groups of partners and communicating with ease across countries, cultures and time zones
- A big-picture thinker able to foresee potential roadblocks and implement thoughtful, cost effective and stage-appropriate solutions
- Able to combine a high competency for data driven management with an ability to communicate effectively to secure buy-in with external parties as well as internal colleagues



- Excited to thrive in a transparent, direct, non-hierarchical environment with relatively lean, high-commitment collaborative teams operating with a clear purpose, and with every action guided by core operating principles

Ideal Experience and Skills

- 5-7 years of professional experience in Product Management or similar
- Customer support / customer service experience in software or technical teams
- Excellent technology skills with an understanding of the intersections of mobile money, SMS, web pages, databases and how they interact in African markets
- Comfort communicating software experience elements with visual tools
- Experience managing partner relationships, preferably in a software context
- Fluency in multiple languages spoken in Africa
- Strong business acumen with track record of solving business needs through software solutions
- Deep understanding of PAYGO business models with experience in off-grid energy a plus
- Experience working in both local and distributed teams
- Experience working with mobile operators is a plus
- Experience working with financial transaction management is a plus

Compensation

Compensation commensurate with experience.

How To Apply

Submit your CV and Cover Letter to hr.africa@dlight.com