



1 in 4 people do not have access to electricity.



We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.

Sales Support Manager

Job Location: Shenzhen China

Reporting to: Director of Partnerships

Travel: Occasional travel (less than 10% of time)

Job Expectation and Scope

The **Sales Support Manager** will be the key point of contact in China for all requirements from the Global Partnerships Team. The role will involve working with the logistics, quality, product development, and finance teams in China to address the needs of the Global Partnerships Team. The role will also involve frequent communication with d.light's partners around the world.

Key Responsibilities

1. Handle all logistics related to new orders including: creating invoices and sales orders, coordinating with freight forwarders, providing ETDs and ETAs, tracking shipments, and acting as the key point of contact for customers on all logistical matters
2. Track payment terms on all orders and coordinate with finance team to confirm due dates for AR based on shipment date and arrival date
3. Communicate due dates on AR to customers and follow-up with customers on overdue AR
4. Create weekly reports on orders, shipments, and AR status
5. Liaise with Project Managers in China to coordinate launch schedules for new products with partners and ensure that all launch kit materials end up on the d.light Resource Library
6. Assemble and organize training materials for partners
7. Assist with special sourcing projects related to partnerships
8. Support partners with demand planning with a target of increasing forecasting accuracy
9. Collaborate with Director of Partnerships and Marketing Manager on MRDs and Gate documents for new products on Partnerships Roadmap
10. Manage warranty claims from partners and work with the Quality Team on spare parts management and warranty claim approval
11. Other duties and responsibilities as assigned

Desired Skills and Experience

1. Results and action-oriented
2. Minimum Bachelor's degree and at least 6 years of work experience
3. Experience working with global teams in fast-paced, dynamic work environments
4. Self-starter with a strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality

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5. Superior verbal and written communication skills (multiple language will be an advantage), with an emphasis on tact and diplomacy
6. Organized and detail oriented
7. Flexibility to adapt to changing requirements
8. Passion for social enterprise and d.light's mission

Compensation and Benefits: Very competitive package

How to Apply: Submit cover letter and resume to hr-china@dlight.com

About d.light

d.light is a fast-growing international consumer products company serving people without access to reliable electricity. Our mission is to enable households without reliable electricity to attain the same quality of life as those with electricity. We will begin by replacing every kerosene lantern with clean, safe and bright light. We aim to transform the lives of at least 150 million people by 2023, and have reached 90 million lives impacted since founding.

d.light serves over 65 countries, through over 30,000 retail outlets, 10 field offices, and four regional hubs. d.light employs over 1,000 people directly, and indirectly employs thousands more worldwide.

d.light is financed by prestigious venture capital firms including Nexus Venture Partners, Energy Access Ventures, KawiSafi Ventures, NewQuest Capital, Garage Technology Ventures, the Mahindra Group; with investment from leading social enterprise funds Omidyar Network, Acumen Fund, Gray Matters Capital and Norfund (Norwegian DFI). We were awarded the Ashden Award for Sustainability and named for the second year in a row as one of the world's top 100 clean technology enterprises by the CleanTech Group.

To learn more, please visit www.dlight.com.

