



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.

JOB DESCRIPTION: Quality Assurance Technician - Kenya

- Job Location:** Kenya
- Direct Reporting to:** Country Quality Assurance Manager
- Dotted Reporting to:** Country Aftersales Manager

Position Description

The job holder will be expected to support on all quality control assignments and deliver exceptional service to our customers. The job holder will have to be highly in tune with the solar technology and mobile phone repair.

The Quality Center will track customer feedback, warranty reporting, product replacement management, product repair – level 4, replacement stock & spare part management tracking through accurate data entry in dlight atlas system.

R&Rs

- Work with the project teams to identify and undertake all required testing and quality control activities associated with each project, in accordance with the relevant specifications and associated standards, on schedule and within budget.
- Control incoming Goods quality control assessments.
- Monitor process for Quality Center.
- Provide detailed QA and maintenance reports for the engineering, system and manufacturing teams to improve the products. .
- Develop testing procedures for the new products and parts.
- Manage feedback reporting on field test and soft launch products.
- Create documentation for new products, services or working processes.
- Drive improvements to test framework architecture and test coverage.
- Review and implement after sales process model in line with Africa strategy.
- Provide after sales training to service center technicians, sales team and logistic coordinators
- Implement daily cycle & weekly inventory counts to ensure it tallies with physical & system.
- Provide weekly and monthly after sales report
- Lead & create a climate that attracts, retains and motivates top quality team members



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KPIs

- Quality Center quarterly targets. (100%)
- 100% timely utilization and accuracy of Service Module (Atlas) at Quality Center.
- Spare parts and refurbishment stock availability at the service centers
- Accuracy of Diagnosis
- Weekly and monthly reporting on Quality activities.
- Traceability and tracking of products
- Soft launch and filed test feedback

Desired Skills and Experience

- A degree or diploma in electronics & electrical.
- Minimum of 2 years' experience in solar PV industry. Both solar and mobile phone repair experience will be an added advantage.
- Demonstrate the ability to understand business goals and recommend new approaches, policies and procedures to effect continual improvements in business objectives.
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality
- Superior verbal and written communication skills (multiple language will be an advantage), with an emphasis on tact and diplomacy
- Business driven, people focused, with exceptional influencing skills; Excellent organizational, multi-tasking, presentation and time-management skills
- Passion for social enterprise, development of people and environmental benefits
- Thorough understanding of Quality Management System
- Understands Quality Control Tools



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How to Apply

Candidates who meet the requirements should submit their CV and cover letter to:

recruitment.kenya@dlight.com before 20th November 2019.

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit www.dlight.com

